

Pre and Post Release Program – Program Support & Administration Worker

Position Title:	Pre and Post Release Program – Program Support & Administration Worker	Position Grade:	SCHADS 4
Department/Division:	Complex Care and Family Violence Response	Position No.	
Reporting to:	Pre and Post Release Program Manager		
Position summary/purpose:	Drummond Street Services in partnership with Elizabeth Morgan House, have been awarded the contract to deliver pre and post release services to eligible women and trans and gender diverse people exiting prison. Pre-release support will be offered in Dame Phyllis Frost Centre and Tarrengower Prison and post release support will be offered state-wide. The service will take a holistic approach and work towards improving the social and emotional wellbeing of people as a strategy to reduce recidivism and incarceration. The service will be delivered by a multi-disciplinary team of qualified and skilled practitioners, with and affirmative employment and training framework for people with lived experience of the criminal justice system. The Program Administrator will provide administrative support for the Manager and the team across DS and EMH, including day to day operational tasks, data collection and reporting as well as limited client and stakeholder enquiry engagement. First Nations People, LGBTIQA+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply.		
Key Responsibilities			
Continuous Improvement • In collaboration with the Pre and Post Release Program Manager and Team Leader, contribute to the ongoing review and evaluation of the pre and post release program delivery for women and trans and gender diverse people exiting DPFC and Tarrengower prison.			
Client & Stakeholder Enquiry Management • Respond to and direct program enquiries by phone and email. • Provide limited phone enquiry and referral support to participants in the community. • Respond to stakeholder enquiries for referral and allocation processes.			

Administration

- Provide administrative support to the Program Manager and Team Leader for all pre and post release program activities in collaboration with Elizabeth Morgan House.
- Coordinate incoming referrals, including assessing for eligibility and collating data for allocations and caseload oversight in collaboration with the Pre & Post Release Team Leader.
- Establish strong working relationships with DPFC, Tarrengower and state-wide co-locations.
- Coordinate and record brokerage requests.
- Provide meeting support, including meeting invitations, room bookings, preparing agendas and taking and distributing minutes.
- Assist with data entry into Salesforce and the DJCS database.
- Collate data for quarterly reporting.
- Provide support for data quality review and auditing.
- Other duties as required.

Quality & Compliance Management

- Report and record any incidents and issues.
- Contribute to high-quality reporting.
- Work within risk management, quality standards and continuous improvement frameworks.
- Ensure the workplace and programs are culturally safe and affirmative for employees, children, and families.

Community & Interagency relationships

- Maintain and ensure collaboration with Elizabeth Morgan House staff and clients
- Initiate, engage and build relationships across a range of sectors to support client outcomes.

Professional Development and Training

- Participate in annual performance reviews and professional development plans.
- Participate in professional development and training as identified in collaboration with line manager.
- Participate in relevant team meetings.

Research and Evaluation

- Work alongside CFRE to support the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and act to improve the quality and safety of client services.
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards

OH&S

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures.

Quality Assurance & Improvement

- Proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role models, demonstrates and promotes respect for and values social differences.
- Interact with clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focuses on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.

- Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Key Selection Criteria
Competency	Technical/Functional	
• Organisational & Quality Focus • Results Driven & Client Orientated • Promotes productive work practices • Creative, flexible and solution focused • High level of self-awareness, professionalism and social justice values	• Operational planning • Compliance including risk management, service standards • Cultural and diversity humility • Highly developed interpersonal, oral and written skills • Highly developed administration and information technology skills, including data management skills.	• Qualification in Health or Community Services or Business Administration or equivalent. • A minimum of two years' experience in administration, preferably in the community sector. • Capacity to work with justice involved people experiencing multiple and complex systemics barriers. • Demonstrated skills in program administration and budget management, including competency in using and understanding CRM software and Microsoft Excel. • Ability to handle pressured situations with resourcefulness, adaptability, and creative thinking. • Capacity to work creatively, demonstrate initiative, contribute ideas and be active in a supportive team environment. • Interest in working with people from diverse backgrounds including Aboriginal, LGBTIQA+ and culturally and linguistically diverse people and communities.
Position Dimensions		Decision Making Authority
No. Of FTE: 0.6FTE This position will work across multiple locations and sites, including Prisons		