

Position Description

Title	Directorate Assistant
Business unit	AOD, Wellbeing & Homelessness Services
Location	Various locations
Employment type	Full time ongoing
Reports to	Head of AOD & Mental Health and Head of Homelessness & Social Inclusion

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Directorate Assistant provides professional administrative support and assistance to the Heads of Service Streams to ensure high-quality service delivery through the coordination of administration, reporting, stakeholder engagement and business operations across the directorate.

Acting as a trusted first point of contact, the Directorate Assistant manages a broad range of priorities with professionalism, discretion and sound judgement while maintaining effective working relationships across Uniting and with external stakeholders.

The role works collaboratively with leaders, employees and support services across Victoria and Tasmania to support organisational priorities, strengthen business processes, and ensure compliance with operational, legislative and funding requirements.

2. Scope

Budget: Nil

People: Nil

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3. Relationships

Internal

- Executive Director and Directorate Leadership teams
- Executive Assistants and Directorate Assistant networks
- Staff, volunteers and leaders across Uniting
- Support Services Business Partners and teams

External

- Government departments, statutory and funding bodies
- Church and Presbytery representatives
- Community organisations and partner service providers

4. Key responsibility areas

Directorate Support & Coordination

- Provide high-quality executive and administrative support to the Heads of Service Streams.
- Coordinate diaries, meetings, travel, communications and business priorities to support leadership effectiveness.
- Prepare and coordinate presentations, reports, correspondence, agendas, minutes and other business documentation.
- Provide secretariat support to governance forums, committees and working groups.
- Coordinate directorate-wide activities, communications, events and reporting requirements.
- Support workforce administration processes including onboarding, offboarding, organisational updates, employee recognition activities and learning coordination.
- Facilitate administrative processes in accordance with organisational policies, delegations and procedures.
- Coordinate and deliver administrative services that support effective operation of the directorate and its programs.
- Maintain accurate records, systems and document management practices to support reporting, compliance and business continuity.
- Support the preparation and coordination of operational, program, funding and compliance reporting activities.
- Identify and implement opportunities to streamline administrative processes and improve efficiency.
- Coordinate directorate events, forums, surveys and communication activities.

Stakeholder Management and customer service

- Act as a professional and responsive point of contact for internal and external stakeholders.
- Build and maintain effective working relationships across the organisation and with external partners.
- Facilitate the timely flow of information and communication across the directorate.
- Provide accurate advice, support and coordination to resolve administrative and operational matters.
- Foster effective working relationships across the Executive Assistant and Directorate Assistant network to support collaboration, information sharing and coordination of meetings and events.

Quality and Risk

- Support compliance with legislative, regulatory, funding and organisational requirements.
- Maintain accurate records and reporting processes that contribute to effective governance and risk management.
- Monitor administrative activities to identify emerging issues and escalate risks appropriately.
- Support quality improvement initiatives and audit activities across the directorate.
- Promote adherence to organisational policies, procedures and delegations of authority.

People and Teams

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- Promote and maintain a positive, respectful and enthusiastic work environment
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Provide authentic team involvement and the highest level of professional conduct in alignment with Uniting's values

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- To be developed with the Heads of Service Streams

6. Person specification

Qualifications

- Relevant qualification and/or equivalent experience in administration, business support or a related field.

Experience

- Demonstrated experience providing high-level administrative, executive or business support to senior leaders within a complex organisation.
- Experience within community services, health, government or a similarly regulated environment is desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Administrative Support:** proven ability to manage competing priorities, coordinate administrative activities and deliver high-quality outcomes within deadlines.
- **Organisation & Judgement:** strong organisational skills with the ability to exercise initiative, discretion, confidentiality and sound judgement in a dynamic environment.
- **Communication & Engagement:** highly developed written and verbal communication skills, with the ability to build effective relationships and work collaboratively with diverse stakeholders.

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- **Systems & Continuous Improvement:** advanced proficiency across business systems and Microsoft Office applications, with the ability to develop effective administrative processes and records management practices.
 - **Reporting & Documentation:** demonstrated ability to prepare, coordinate and review professional reports, presentations, correspondence and business documentation.
 - **Adaptability & Resilience:** ability to respond effectively to changing priorities, manage multiple demands and contribute positively within a complex operational environment.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date:

