

Position Description



Title: Administration Assistant

Business Unit: Aged and Carer Services, Goulburn North East

Location: 12 Rowan Street Wangaratta Victoria 3677

Employment type: Full time Fixed Term Contract - 3 months

Reports to: Program Manager, Aged and Carer Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

To provide administration support to the Aged and Carer HCP and Respite services at Goulburn North East

Scope

Budget: • Nil

People: • None

Relationships

Internal: • Home Care Package Case Managers, Respite Coordinator, Aged and Carer Program Manager, Uniting staff and volunteers

External • Clients, Carers, Service Providers and contractors

Key responsibility areas

- Service delivery**
- Initial contact for aged care service enquiries and new clients and setting up new client profiles on Procura.
 - Provide the very best customer service for clients and carers
- Administration and finance**
- Provide administration support for the Aged Care Team.
 - Maintain administrative systems, including spreadsheets, flowcharts.
 - Photocopying and collating information

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Administration Assistant



- Data input into TCM and Procura
- Accurate and timely data entry ensuring naming protocols are followed.
- Processing Purchase order
- Archiving documents and client files in both soft and hard copies
- Assist with client mail-outs

Quality and risk

- Identify opportunities for improvements in the way we do things.

People and teams

- Undertake regular supervision, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

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.

Performance indicators

- All enquires from clients are responded to within 24hrs.
- Administration tasks are completed accurately and on time.

Person specification

Qualifications

- Certificate III in customer service, administration or business studies or equivalent knowledge and experience.

Experience

- Experience in using Procura and TCM and able to adapt and learn new programs or similar systems and able to learn new systems and processes quickly.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Good communication skills, able to adjust communication techniques meet the individual needs.
- High level of computer skills, including Excel,
- Proficient in the use of database and CMS systems including Procura and TCM
- Previous experience working in a community organisation
- Understand of the diversity and the diverse needs of our customers
- Have a practical and flexible outlook on problem solving.

Position description

Administration Assistant



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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.

Employee

Manager

Name:

Signature:

Date: