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| **Position Title:** | Administration Assistant – Community Offices |
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| **Reports to:** | Community Manager Regional Services |
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| **Supervising:** | N/A |
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| **Liaises with:** | Wintringham Staff and Management including Case Managers, Housing and Homelessness Support (HHS) Coordinators, HHS Workers, Housing Support and Outreach (HSO) Workers, Care & Support Workers, Rostering staff, Meal Coordinators, Clients and/or their representatives and External Service Providers. |
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| **Location:** | **Seddon Office** - 97 Charles Street, Seddon  **Southern Office** - 372 South Road, Moorabbin  **Northern Office** - 310 Mt Alexander Road, Ascot Vale  **South East Office** - Unit 22, Fiveways Blvd, Keysborough  **Outer North Office** - Level 1, 61 Riggall Street, Broadmeadows  **Hume Office** - 37/ 48-60 Maude Street, Shepparton  **Barwon Office** - Cranwell Court Highton VIC 3218  **Grampians Office** - Albert Street, Creswick VIC 336 |
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| **Classification:** | Wintringham EBA |
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| **Hours:** | Full Time / Part Time / Contract / Casual |

**About Wintringham**

Wintringham provides affordable and high quality housing, support, aged care and NDIS services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

**Position Summary**

The objectives of the position are to:

* Provide secretarial and administrative support to the Program Manager, Case Managers, and where applicable, Housing and Homelessness Support staff
* Develop, coordinate and maintain the administration functions and program records of the office
* Act as a central receptionist to the office and answer all incoming calls, contacts and enquiries in a professional, friendly and helpful manner.

**Responsibilities/Duties**

**General**

* Ensure client and staff confidentiality is maintained at all times
* Understanding and adherence to Wintringham’s Code of Conduct
* Participate in general staff meetings and professional development as required
* Perform other duties from time to time as required by management
* Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham’s quality systems
* Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
* Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise.

**Financial Administration**

* Manage the office petty cash
* Monitor clients’ trust money including counting, recording and signing in and out of money
* Banking duties as required
* Coordinate, check, code and circulate all financial accounts that are received requiring payment.
* Forward all relevant accounts to Head Office for payment
* Checking of invoices received against GoldCare client records as required
* Bank promptly as per banking policy
* Print fortnightly fees statements for Home Care clients and provide to Case Managers to review.

**Database Management**

* Provide fortnightly reports to the Finance department, including client leave details obtained from GoldCare
* Enter data into GoldCare and SamCare, as required
* Enter client admission and departure information provided by Case Managers onto Epicor.

**Office Administration**

* Act as a receptionist, which will involve liaison with external agencies, management and staff from other Wintringham sites, and contact with clients and/or client representatives
* General typing of correspondence, reports, meeting minutes, memos etc.
* Prepare and produce all documentation as required for staff meetings, including the taking of meeting minutes
* Coordinate daily correspondence via mail, fax and email.
* Ensure all incoming correspondence is circulated to the appropriate staff
* Maintain and update general filing and archive files
* Maintain the office sundry and stationery supplies
* Order OHS and staff cleaning supplies and equipment as required
* Coordinate the preparation of fortnightly staff timesheets and staff leave forms. This includes data entry of staff timesheets into PayGlobal.
* Assist the Rostering Coordinator when necessary, to prepare rosters for Care and Support Workers, and update clients on service times and changes to their care and services
* Prepare new client information packs as required, and maintain relevant supplies of office forms.

## Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

* Take reasonable care to ensure your own safety
* Do not place others at risk by any act or omission
* Follow safe work practices and procedures
* Use and care for equipment as instructed
* Do not wilfully and recklessly interfere with safety equipment
* Report hazards and injuries
* Cooperate with the employer to meet OHS obligation under OHS Act 2004.

**Key Selection Criteria**

**Skills/Experience:**

**Essential**

* Polite and efficient telephone manner
* Computer skills
* Current driver’s licence.

#### Desirable

* Knowledge of Microsoft Office, Outlook and Publisher.
* Knowledge of GoldCare or other client management systems
* Friendly, helpful, non-judgmental attitude
* Ability to liaise with all levels of management, staff and clients
* Ability to work in a multi-disciplinary team
* Organisational ability and time management
* Experience in providing general secretarial/administrative support
* Experience in managing accounts and invoices
* Understanding of staff rostering processes.

**Qualifications:**

**Desirable**

* Qualification in Office Administration or equivalent.

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

**I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.**

## EMPLOYEE’S NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DATE\_**\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_