

	Position Title: Administration Officer	Team: Open Place	Region: Central	
	Supervisors: Manager, Administration	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: 25 th March 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>In 2003/04, the Senate Community affairs Reference Committee held an inquiry known as <i>Children in Institutional Care</i>. As a result, the <i>Forgotten Australians Report</i> was tabled in the Senate.</p> <p>Open Place, the Support Service for Victoria's 'Forgotten Australians' is a partnership led by Berry Street in conjunction with a variety of community agencies working together to meet the needs of Forgotten Australians.</p> <p>This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>Open Place's administrative support is responsible for providing a friendly, responsive administration service to both staff and service users. The Administration Officer's primary task is providing administrative support to Open Place programs.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at the Open Place site at Suite 1, 8 Bromham place, Richmond.</p> <p>This role reports to the Manager, Administration Open Place who will provide supervision and review</p>

KEY SELECTION CRITERIA

- Demonstrated experience in performing administrative duties and an interest in developing further skills in administration, data collection and analysis.
- Demonstrated commitment to working collaboratively as a member of a team and show leadership when required.
- Self-motivated with the ability to initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions.
- Excellent verbal and written communication skills with the capacity negotiate and liaise with a broad range of stakeholders, including professionals and service users.
- Excellent time management and organisational skills and the ability to negotiate with others in a clear and friendly manner.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Proficient skills (i.e. intermediate - advanced level) in Microsoft Word, PowerPoint, Excel and Outlook. Knowledge of Publisher would also be an advantage as would familiarity with web-based communication systems.
- Ability to touch type at a reasonable speed with a high degree of accuracy to produce high quality and professional work.
- Ability to understand confidentiality and to maintain it at all times.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum of 3 years' experience in a similar role.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience working in the Community & Welfare Sector

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none"> • In conjunction with the Manager of Administration oversee all functions of the administration/health brokerage team to ensure a high quality of service to programs. Act in Manager of Administrations' role when required. • In conjunction with the Administration team provide administration support for Social Support groups and their activities. • As directed by the Manager of Administration, take responsibility for servicing of Open Place meetings which may include drafting agendas, organising catering and taking and distributing minutes. • In conjunction with other Administration Officers arrange maintenance of office equipment and ensure adequate supplies of consumables for equipment are maintained. • Ordering of other supplies including coles/fuel vouchers and employee business cards • Manage petty cash including gathering and keeping track of all expenses and receipts. • Manage fleet maintenance • Process service user payment reimbursements and send to Accounts payable. • Update all information in CSnet and create regular reports from CSnet as required. • Ongoing maintenance of the relevant shared folders on the W:Drive including clean ups of these shared files as required • Updating of relevant administration manuals and procedure documents • Management of the intake rosters • Attend relevant team meetings and other meetings as required and requested. • Provide general administration support to Open Place.
Networking/Service Accessibility	<ul style="list-style-type: none"> • Provide relief Front Desk duties including managing a busy switch board and catering to the various needs of service users who "drop in" to Open Place as required. • Provide relief support in managing mail including, distribution of faxes, arranging couriers, administering incoming and outgoing mail.
Confidentiality and Privacy	<ul style="list-style-type: none"> • Maintain confidentiality in all circumstances in accordance with Berry Street and Open Place Policies and Procedures and Privacy legislation.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • In conjunction with other Administration Officers provide basic IT support to staff within the site and direct other problems to the Help Desk located at the Central office • Other administration duties as directed

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Richmond – Open Place Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is CLASSIFICATION 4.1 \$65,326.56 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office on the telephone for extended periods of time	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Rarely
	Perform 'on call' duties	Rarely
People Contact	Work with clients who may have a physical or sensory disability, or mental health or substance abuse issues	Regularly
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Occasional
	Facilitate access to specialist, generic and community services	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional