

## POSITION DESCRIPTION

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| <b>Position</b>       | Office Manager                                     |
| <b>Reports to</b>     | Director, Client Services Practice and Development |
| <b>Direct Reports</b> | TBC  |
| <b>Status</b>         | Full time (38 hrs pw)                              |
| <b>Location</b>       | Preston office                                     |

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## PROGRAM AREA

The Office Manager is responsible for the smooth management and operation of the administration responsibilities for the Client Services Practice and Development Division of VACCA. The Division incorporates a number of critical VACCA Programs including: Learning and Development, Continuous Quality Improvement, Projects and Reform, Outcomes, Aboriginal Children's Healing Team, Foster Care Recruitment, and VACCA's In-House Legal Counsel.

## POSITION SUMMARY

This role requires a skilled administrative officer who is able to maintain confidentiality, is highly organised and professional and has the ability to work respectfully with Aboriginal and non-Aboriginal staff and families and other professionals. The Office Manager will oversee the administration responsibilities for the Division and will work closely with the Director and Managers to ensure the effective and efficient delivery and co-ordination of administrative support to multiple programs.

The Office Manager may also be called upon to provide mentoring and support to more junior staff and trainees.

## KEY RELATIONSHIPS

*Internal:* Client service staff and corporate services

*External:* Aboriginal community members, other service providers, Government Departments.

## KEY SELECTION CRITERIA

The successful applicant will possess:

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to take a leadership role in championing these internally and externally
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities
- Organisational skills and have the ability to establish systems for record keeping, data entry and program planning
- Experience using a broad range of computer applications and office equipment
- Experience and or ability to manage other administrative staff and provide leadership and support to junior staff and trainees
- Demonstrated understanding of privacy and confidentiality issues and the ability to maintain this
- Ability to manage a high workload, prioritise work and meet deadlines
- Ability to managing the credit card including record keeping and account reconciliation
- Strong communication skills, relationship skills and an ability to liaise with internal/external stakeholders and clients

- Ability to work autonomously, and as part of a team.

## REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card

## POSITION ACCOUNTABILITIES

- Provide administrative support to the Director and Managers as required
- Provide administrative oversight and support to programs within the Division including creating files and archiving; maintaining the databases and data entry, organising stationery, room booking and event organisation, and other duties
- Liaise with Corporate Services in relation to building maintenance, fleet booking, travel arrangements, booking of training spaces and meeting rooms.
- Support the Director and Managers in budget planning and monitoring and program reporting
- Represent the Division in OH&S processes
- Prepare routine correspondence, agendas, minutes for staff meetings and other meetings as required.
- Manage the petty cash systems and office credit card purchases to
- Carry out duties in accordance with the philosophy, policies, work practices and protocols of VACCA.
- Participate in ongoing professional development training as identified by the Director

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

## ADDITIONAL INFORMATION



We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.