

POSITION DESCRIPTION

Position	Office Manager
Reports to	Executive Manager
Direct Reports	1-3
Status	Full time (38 hrs pw)
Location	Morwell 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 800 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.

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 Gippsland Management and Support Team.

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 staff, families and professionals. The Office Manager will oversee all of the reception and administration responsibilities for the Morwell office.

The position will manage the reception role in Morwell to ensure administration responsibilities including reception are maintained to a high standard.

RELATIONSHIPS

Internal: Client service staff and corporate services

External: Aboriginal community members and services contacting the Morwell office

KEY SELECTION CRITERIA

The successful applicant will possess:

- Commitment to VACCA's vision and purpose
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people
- Experience and/or ability to manage other administrative staff and provide leadership and support to the reception roles, including on the job training
- Demonstrated understanding of privacy and confidentiality issues and the ability to maintain this
- Ability to manage a high workload, prioritise work and meet deadlines
- Proven experience in managing a debit card including, record keeping and account reconciliation
- Experience using a broad range of computer applications and office equipment
- 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
- You must have and continue to hold a full Victorian Driver's Licence and a current employment Working with Children Check card

POSITION ACCOUNTABILITIES

- Ensure all clients and professionals who are visiting the service are greeted in a professional and respectful manner
- Manage the Morwell receptionist and ensure the reception is maintained and staffed at all times



VACCA
Connected by culture

- Provide administration support to the office staff including creating files and archiving; organising the stationery, room booking, event organisation, and other duties
- Oversee the management of the fleet booking system and maintenance and care of vehicles, building maintenance, including booking and liaising with contractors and the property department
- Represent the site in OH&S processes under the guidance of the Senior Program Managers and OH&S committee
- Provide administrative support to the Senior Program Managers and Executive Manager as required
- Prepare routine correspondence, agendas, minutes for staff meetings and other meetings as required
- Manage the petty cash systems and office debit card purchases
- 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 Executive Manager

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 HR policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

OTHER

- Qualifications or willing to obtain, in business, administration or equivalent
- You must have and continue to hold a full Victorian Driver's Licence, a current employment Working with Children Check card and a National Police Check
- Current COVID-19 vaccination (minimum two dose, prior to commencement)

ADDITIONAL INFORMATION

- VACCA is a child safe and equal opportunity employer
- All employees are required to undergo a National Police Records Check, a Working with Children Check and comply with the Code of Conduct policy
- VACCA has a smoke-free workplace policy