



St Vincent de Paul Society  
NSW  
*good works*

*St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW during the transition period from January 2016 to June 2019.*

## Reception/Admin Support Officer

### Position Description

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<b>Position Title:</b>	Reception/Admin Support Officer
<b>Responsible Unit:</b>	State Support Office
<b>Position Reports to:</b>	District Managers
<b>Managerial Responsibility for:</b>	Nil
<b>Base Location:</b>	Detailed on Contract of Employment
<b>Primary Position Objective:</b>	To provide reception, administration and scheduling support for the regional LAC program

### St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

### St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the National Disability Insurance Agency to provide local area coordination to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society will provide LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.



## **Duties and Responsibilities**

Reception/Admin Support Officers will provide administrative support to managers in implementing the delivery of the LAC program. Further responsibilities of this role include the following:

### Reception/Administration Support

- Providing a professional and welcoming reception service to all participants, carers, families and visitors.
- Organising and maintaining appropriate administrative records.
- Preparing meeting rooms, materials and equipment as required.
- Organising catering for meetings, training sessions and events as required.
- Organising travel and accommodation for relevant managers.

### Program Support and Planning

- Supporting local management in planning and scheduling participant contact.
- Building and maintaining a current working knowledge of local community supports and services.

### Professional Development and Team Work

- Participating in an approved supervision and performance development process and undertake ongoing training and development relevant to the position.
- Actively participating in internal meetings and workshops that support the implementation of the LAC transition program.

### Positive Culture

- Demonstrating professionalism and adopt high ethical and professional standards.
- Contributing to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrating our organizational values, as outlined in the Society's Code of Conduct.

## **Essential Criteria**

- Demonstrated experience providing reception and administrative/office support.
- Lived experience, or awareness of the impact of existing or acquired disability upon individuals, families, carers and the community.
- A strong team focus with a desire to carry out duties autonomously.
- Good written and verbal communication skills.
- Genuine commitment to providing high quality customer service to internal and external stakeholders
- Good time management and organisational skills.
- Good computer skills and skills in using MS Office software.
- A commitment to the values of the St Vincent de Paul Society and ability to maintain an ethical, and non-judgmental, attitude towards staff, participants, carers and families.
- Be culturally aware with an ability to work with people from a range of backgrounds, Aboriginal people and CALD people.
- Ability to use databases and Microsoft Office packages such as Word, Excel, Outlook.
- High level oral communication and rapport building skills.
- Influencing / negotiation skills.

## **Desirable experience/skills**

- Experience in working with people with disability highly desirable