

Administration Assistant, Inner City – Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Volunteer Coordinator, Inner City
Direct reports:	NIL
Location:	Based within geographical region of Service Package or Service.
Primary position objective:	Provide administrative support to the Volunteer Coordinator.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

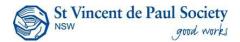
Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service Innovation and Business Development: this team is responsible for service innovation and business development.



Accountabilities and responsibilities

The Administration Assistant will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Being familiar with local issues and client base.
- Ensure all volunteers presenting are dealt with in a professional, confidential, dignified and friendly manner.
- Ensure all record keeping associated with assistance is accurate and done in a timely manner.
- Maintain confidentiality according to the Society's Code of Conduct and legislation.
- Receive and respond appropriately to phone calls, emails and general correspondence.
- Responding to volunteer enquiries/requests.
- Ensure messages are relayed to appropriate staff.
- Provide general information as required.
- Complete administrative tasks such as data entry, photocopying, filing, preparing promotional material etc.
- Maintain daily, weekly and monthly administration requirements in accordance with policy.
- Organise delivery of goods to volunteers.
- Contribute to preparations for meetings as required.
- Archive files.
- Ensure all financial processes are followed according to the Society's policies and procedures.
- Maintain good relationships with other bodies that interact with the Society and its clients.
- Attend and actively participate in staff meetings.
- Attend regular supervision.
- Perform other related duties as may be requested from time to time.
- · Participate in training workshops and ongoing professional development.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with all staff.
- Participate in the annual appraisal process.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.



Key working relationships

In addition to the Volunteer Coordinator, Inner City and their direct reports, the Admin Assistant will foster close working relationships with:

- Volunteers;
- Catering Team, Support Workers and Caseworkers (Vinnies Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- Values based leadership: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- Change leadership: (Level 1) Support the implementation of change.
- Team performance: (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- Innovation and improvement: (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- Financial acumen: (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Demonstrated experience in administrative procedures.
- Good written and oral communication skills, including good interpersonal skills with a demonstrated ability to relate positively and confidently with a wide range of people.
- Good organisational skills and ability to prioritise tasks in a busy environment.
- Strong attention to accuracy and detail.
- Willingness to work within the Society's Code of Conduct and ability to maintain an ethical, yet nonjudgemental, attitude towards volunteers, clients and staff, and a commitment to this.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience working in the community sector.
- Experience working with volunteers.