

# Administration Assistant, Inner City – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Volunteer Coordinator, Inner City
<b>Direct reports:</b>	NIL
<b>Location:</b>	Based within geographical region of Service Package or Service.
<b>Primary position objective:</b>	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 non-judgemental, 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.