

# Site Administrator – Freeman House

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Team Leader, Accommodation and Catering – Freeman House
<b>Direct reports:</b>	NIL
<b>Location:</b>	North West Region – within the geographical region of the service package or service.
<b>Primary position objective:</b>	Support the programs that deliver to people experiencing or at risk of homelessness and / or substance use. Provide functional support in the areas of administration, finance, quality and facilities.

*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.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability 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 Site Administrator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Co-ordinate the reception of Freeman House.
- Provide administrative support to the team to ensure that Freeman House operates effectively and efficiently on a day-to-day basis.
- Make appointments and/or direct the persons we assist to the appropriate person within the facility, ensuring security and privacy of clients is maintained.
- Participate in the WHS committee in line with WHS legislation.
- Undertake data entry and other administrative computer-based functions and systems.
- Input data into the filing systems and ensure the records of the service including archives are up to date.
- Record minutes of meetings as required.
- Administer the register for bed nights along with other KPIs, and report to management.
- Order stationary and other items as needed and maintain stationary stocks.
- Manage service information including the handbook and promotional material for internal stakeholders.
- Manage the room booking calendar.
- Liaise with the property team and tradespeople for all building concerns including actioning identified WHS concerns.
- Provide administrative support and other duties to the Team Leader, Accommodation – Freeman House, Team Leader, Health, and Team Leader, Detox and Clinic and Regional Manager as required.
- Attend and participate in training and ongoing professional development opportunities.
- Assist with the coordination of data collection within the service and the quality of the information collected.
- Handle cash.
- Prepare and reconcile monthly corporate card statements.
- Manage client service fees as directed by the Team Leader, Accommodation and Team Leader, Homelessness.
- Work cooperatively as part of a multi-disciplinary team by attending staff meetings and provide information and support to other staff members.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures that 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 Team Leader, Accommodation Freeman House and their direct reports, the Site Administrator, Freeman House will foster close working relationships with:

- Regional Manager, North West (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Facilities department (Finance);
- Volunteers;
- Conference.

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **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 skills in administration.
- Demonstrated experience in working with people who have complex social problems.
- Sensitivity to those who are disadvantaged.
- Exceptional verbal and written communication skills.
- Well-developed computer literacy and word processing skills.
- Ability to work in a team environment as well as unsupervised.
- Demonstrated high level organisational, time management and collaborative skills...

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Previous experience working in a residential service.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling related concerns.
- Sound knowledge of child protection legislation and mandatory reporting.