

Site Administrator – Freeman House

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, Accommodation and Catering – Freeman House
Direct reports:	NIL
Location:	North West Region – within the geographical region of the service package or service.
Primary position objective:	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

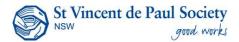
Critical capabilities

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.