

## Administration Assistant

### Position Description

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<b>Position Title</b>	Administration Assistant
<b>Responsible Council</b>	Sydney Archdiocese
<b>Reports To</b>	Client Support Officer
<b>Base Location</b>	Bankstown Community Support Centre
<b>Primary position objective</b>	This position provides administrative support to the Client Support Officer

### St Vincent de Paul Society

The St Vincent de Paul Society 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 by a 20 year old man named Frederic Ozanam in 1833 who with a group of friends wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 employees. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

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

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

### Service Overview

Community Support Centres are a point of contact for people seeking assistance from the St Vincent de Paul Society. The Centres also provide administrative and practical support to local Society members.

## Duties and Responsibilities

### Client

- Being familiar with local issues and client base.
- Ensuring all clients presenting are dealt with in a professional, confidential, dignified and friendly manner.
- Ensuring all record keeping associated with assistance is accurate and done in a timely manner.
- Maintaining confidentiality according to the Society's Code of Conduct and legislation.

### Reception

- Receiving and responding appropriately to phone calls, emails and general correspondence.
- Responding to client enquiries/requests.
- Ensuring messages are relayed to appropriate staff.
- Providing general information as required.
- Attending to visitors.

### Administration

- Completing administrative tasks such as data entry, photocopying, filing, preparing promotional material etc.
- Maintaining daily, weekly and monthly administration requirements in accordance with policy.
- Organising delivery of goods to clients.
- Contributing to preparations for meetings as required.
- Archiving files.
- Ensuring all financial processes are followed according to Sydney Archdiocese's policies and procedures.
- Maintaining the food pantry.

### Society/Team

- Maintaining good relationships with other bodies that interact with Sydney Archdiocese and its clients.
- Attending and actively participating in staff meetings.
- Attending regular supervision.
- Performing other related duties as may be requested from time to time.

### Employee

- Participating in training workshops and ongoing professional development.
- Adhering to all Society WHS policies and procedures and meet WHS legal obligations.
- Working in a collaborative manner with all staff.
- Participating in the annual appraisal process.
- Working within the Society's Code of Conduct.

## Essential 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 ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Conduct and ability to maintain an ethical, yet non-judgemental, attitude towards clients and staff, and a commitment to this.
- Demonstrated ability to use client database and Microsoft Office packages such as Word, Excel, Outlook.

## **Desired Skills**

- Experience working in the community sector.
- Experience working with volunteers.

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