**Position Description**

**Service Support Officer**

**Vision Australia - supporting people who are blind or have low vision to live the life they choose.**

**Purpose of Position**

To provide, often without direct supervision, effective and timely administrative support in accordance with established policies, procedures and processes. Support the Service Manager and staff to facilitate the efficient operations of a trans-disciplinary team in a busy workplace.

**Context**

Vision Australia is a national, for purpose organisation that aspires to have a positive measurable impact on the lives of people who are blind or have low vision in the areas of education, employment, independence and social inclusion. The organisation is proactively transforming itself in response to major changes in our funding models and the expectations of the blind and low vision community.

This position sits within the Client Services group of Vision Australia. The group is responsible for providing personalised services in Education, Employment, Independence and Social Inclusion (EEISI) through a trans-disciplinary model to three client groups: Children and young people (0-25 years) - Supporting child/youth and family goal achievement; Adult (26-65 years) - Supporting Individual goal achievement; and Older adults (65+ years) - Supporting Individual goal achievement.

**Principal Responsibilities**

* Provide a welcoming reception function for the site;
* Utilising a person-centred and strengths based approach, engage with people who are blind or living with low vision and their families to provide a positive initial experience in the office, also understanding and engaging in the unique approach to Employability;
* Maintain a broad and strong understanding of the range of services and supports that Vision Australia provides to ensure accurate information is provided to clients, their families and community
* Monitor and maintain up to date records in accordance with professional standards, Vision Australia policy and procedures and external legislation;
* Implement finance processes for the site ensuring timely, correct usage of Financial and Client Management Systems and other applications for data and reporting accurately;
* Provide high level administrative support to the Regional Service Manager and other members of the team to meet the needs of the team and clients;
* Coordinate the day to day local aspect of fleet and property matters. Items include but not limited to; ensure cars get serviced, book cars for staff, log maintenance issues, and oversee booking of cleaners;
* Handle general assistive technology and or aids enquiries to facilitate sales where required;
* Undertaking relevant office data entry in client / volunteer management systems;
* Provide guidance and support to volunteers undertaking reception and administrative activities for the office;
* Coordinating team meetings i.e. agenda setting, minute taking etc.;
* Organising team functions and venue bookings;
* Ordering office stationery / staff resources;
* Other duties as requested by the Service Manager;
* Maintain a safe workplace by ensuring staff, volunteers and clients receive adequate information, training and instruction on WHS. Provide adequate supervision to all persons on Vision Australia sites and events and ensure all safety issues are reported and addressed.

**Key Performance Indicators**

Key performance indicators will be clearly defined through the performance planning process.

**Essential Job Capabilities**

* Relevant administrative support experience;
* Experience working in high level administration and customer service roles;
* Excellent verbal and written communication skills and interpersonal skills, including a strong understanding and application of person-centred and strengths based approaches to engage with people who are blind or have low vision and their families;
* Proficiency in all Microsoft applications and software programs including client management, mailouts and finance systems;
* Proven ability to identify areas for continuous improvement and implement administrative systems and processes to achieve efficiency;
* Proven ability to prioritise tasks and manage multiple competing deadlines in a very busy context;
* Proven ability to work independently without regular management on site and as part of a team;
* Problem solving and analytical skills at an administrative level;
* Willingness to be innovative.

**Vision Australia Values**

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time.

* Person-Centred – We recognise and build on clients’ strengths, with clients in control and at the centre of everything we do;
* Collaborative - Everyone works together with our clients, their families and the community to deliver a measurable and positive difference to people who are blind or have low vision;
* Accountable - We deliver on our promises and hold ourselves responsible for what we do and don’t do;
* Commercially Focussed - We maintain high standards of financial accountability and performance in a competitive environment;
* Agile - We rapidly adapt to individual client needs and to our changing environment.

**Vision Australia environment:** Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check, a Working with Children Check and NDIS Screening Check.

**Role Scope**

Reports to: Service Manager

Direct Report Staff: 0

Operating Budget: Nil

**Review of Job Description**

This job description will be reviewed in line with the performance planning and appraisal process.

Ends