

Position Description

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| Position Title: | Administration Support Officer (Family Leave contract position) |
| Position Classification: | Level 4. Pay point dependent on qualifications and experience. |
| Award and employment conditions: | <ul style="list-style-type: none">○ Social, Community Home Care and Disability Services Industry Award 2010;○ Salary sacrifice up to 30% of gross salary is available.○ Leave loading of 17.5% applies○ Portable Long Service Leave contributions |
| Position details: | <ul style="list-style-type: none">○ 22.8hrs a week○ 12:30-5:06 Monday to Friday○ Contract until February 2022 |
| Accountability: | Corporate Services Manager |
| Date: | September 2021 |

Our vision:

Strengthening generations to create sustainable communities

NESAY's Child Safe Standard Statement:

NESAY is committed to promoting and enabling all children and young people to feel safe, have their voices heard, be empowered and have their diversity valued and respected.

At NESAY we do not tolerate any form of child abuse and take all allegations of child abuse seriously and we will respond to any concerns of abuse in an informed manner.

Strategic goals and objectives:

Our 10 year vision is:

"To be the best provider of transitional services for young people in Australia and Internationally"

Our strategic plan goals (2021-2024) are:

- Be bold: We won't just think it – we will do it! We will take action to create opportunities for young people to be heard and thrive
- Be inclusive: We will support our communities to be able to respond and show their care for young people
- Be leaders: We will be active and courageous leader. We will step to the front and create pathways for young people and their families

Our Values

- Inclusion
- Respect
- Integrity
- Innovation
- Accountability

Practice Philosophy

NESAY provides a safe and welcoming place for young people and their families to engage with the support they need. Our team uses a strength based and trauma informed approach that is person centred and underpinned by the principles of social justice.

NESAY as an organisation:

- We are an incorporated association primarily funded through agreements with Victorian and Commonwealth Departments and their agents
- We are governed by a community elected Board of Governance.
- NESAY is an independent organisation. We have no structural links with churches, institutions, or governments.
- We provide a range of services for young people and their families across the Ovens Murray region that are aimed at supporting young people experiencing homelessness, family breakdown/violence, mental health and wellbeing, and those needing support to engage at school, develop independent living skills.
- NESAY's home is in Wangaratta. We provide regular service delivery to other communities in our region
- We have a service model that enables flexible workplace arrangements to meet the needs of the people accessing services, the community, and our team
- All NESAY team members are required to be committed to continuous improvement activities, comply with legislative requirements, and adhere to our code of conduct

Position purpose:

This position forms a part of the Corporate Services team at NESAY.

The Corporate Services team is responsible for the following key functions:

- Finance
- Reception
- Administration and business management systems
- Asset management
- Human Resources
- Continuous Improvement
- Marketing and communications
- Executive support to the Leadership team and Board of Governance

General responsibilities of position:

- Daily reception coverage, receiving all customer service inquiries.
- Maintain and update agency templates, key documents and quality system documents as required
- Coordinate the NESAY's fleet vehicles through scheduling maintenance, responding to repairs and recording usage
- Coordination of agency contractors and the associated maintenance schedules (e.g. security, cleaning)
- Assist in preparation and reporting of day-to-day correspondence and corporate communications
- Coordinate access for business systems for NESAY as required
- General administration Support for NESAY team members as required
- Maintaining and ordering of office and stationary suppliers
- Coordinate and organise monthly NESAY staff meetings and provide coordination support as required for Board meetings
- Assist in coordination of NESAY functions and events
- Other duties as requested

Team responsibilities:

- To work as part of a multi-disciplinary team, liaising with and referring to other team members and NESAY programs as required.
- To actively participate in staff, team meetings and other agency activities as required.
- To participate in policy development and quality assurance activities as required.
- To represent NESAY in local and regional service network meetings.
- Represent the Wellbeing Services team at NESAY leadership meetings
- And any other duties appropriate to the program as directed by the Family Services Manager.

External Liaison

- Key stakeholder agencies
- Education & Training Institutions.
- Local Government agencies
- Other relevant agencies and community/health service providers.

Key Selection Criteria

- Demonstrated organisational and administrative skills including the ability to prioritise tasks and work effectively in a dynamic environment.
- Demonstrated understanding of the importance of confidentiality, client privacy and security.
- Ability to optimise organisational resources and to determine priorities.
- Communication skills including the ability to maintain positive working relationships across a diverse range of programs, settings, and networks.
- Demonstrated a level of communication skills, (written, verbal and negotiation).
- Sound knowledge of computer literacy, demonstrating proficiency with all aspects of Microsoft Office applications.
- Confident use of email and internet services.
- Accepts accountability and acts with absolute integrity
- Current Victorian Drivers licence.

All appointments are subject to the successful candidate undergoing a satisfactory National Police check clearance/s and holding a valid Victorian Working with Children's Check. Please note, it is the responsibility of the individual to organise an International Police Check, if they have resided overseas for twelve months or more in the last ten years.

Acceptance

I acknowledge receipt of, and accept the responsibilities outlined in the Administration Support Officer (Family Leave) Position Description.

Administration Support Officer:

Signed:

Date:

Corporate Services Manager:

Signed:

Date: