

Position Description

Title	Administration Officer, Carer Services
Business unit	AOD, Mental Health & Carer Services
Location	160 Whitehorse Road, Blackburn Vic 3130
Employment type	Full-time Ongoing
Reports to	Team Leader Administration Support

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role of the Administration Officer is to provide support to teams and programs as required, by performing a wide range of administrative and customer service tasks. This includes acting as the liaison between teams, vendors and accounts payable, trouble shooting and resolving invoicing issues and undertaking other administration processes and functions in relation to client data and service provision.

It is an expectation that the incumbent will be confident to work and communicate effectively with all stakeholders and foster excellent working relationships at the site where they are located.

2. Scope

Budget:

Nil

People:

Nil

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3. Relationships

Internal

- Managers
- Team Leaders
- Carer Services team members
- Finance and Accounts Payable team
- Other Uniting employees and program areas as required

External

- Consumers
 - Vendors & Suppliers
 - Consortia lead agency, other providers and partners
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4. Key responsibility areas

Service Delivery and Administration

- Be the first point of contact for clients and vendors where changes are required to existing client schedules, as well as transferring calls to designated Assessment and Planning Officers
- Escalate complex calls to Team Leaders and Assessment and Planning Officers
- Assist to ensure Purchase Orders are completed and scheduled correctly for matching after service delivery
- Register clients into Client Management System, ensuring that the minimum data set is recorded
- Assist with maintenance of data integrity by ensuring that all services are scheduled and those that did not proceed are removed from client schedules
- Schedule client fee contributions where applicable
- Coordinate the Service Provider service agreement process, liaising between Uniting Procurement and service providers, suppliers and counsellors to collect required documentation
- Maintain program specific registers of approved service providers and maintain up to date information for service provider fees
- Coordinate the purchase, distribution and scheduling of client gift and taxi vouchers
- Support Assessment and Planning Officers, Case Managers and other team members with administrative tasks and other duties as directed by Team Leaders and Managers

Finance

- Liaise with Accounts Payable and Service Providers to resolve payments and queries on Service Provider invoices and ensure prompt payment of invoices within Uniting's payment terms
- Complete reconciliation on any Vendor Statements received
- Verify service entries in Client Management Systems against invoices received, amending incorrect service entries where required
- Action invoice export payment batches as required and forward to Accounts Payable
- Initiate one off payment of invoices for ad hoc program expenses
- Identify and escalate issues with ongoing mismatch of invoices received

People and teams

- Support team members by sharing your knowledge and fostering a positive, collaborative environment.
- Work positively and professionally with Uniting colleagues.
- Contribute positively to a team culture that embraces exceptional customer service to all stakeholders, continuous quality improvement and peer support and development
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

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Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organization

5. Person specification

Qualifications

- No qualifications specified

Experience

- Demonstrated experience in an administrative role (essential)
- Experience in providing highly effective administrative support in a busy environment
- Experience in a human services organisation is desirable
- Managing telephone and online customer service and supplier queries
- Computer skills should include web-based software and Microsoft Office applications including Word, Excel, PowerPoint and Smartsheet
- Experience using client data bases and business management programs i.e. Procura, DC2Vue, Microsoft Dynamics 365, Coupa

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Consumer Centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of

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Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills; ability to multi-task

- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: