

ADMINISTRATION OFFICER

A. POSITION SUMMARY

Position Title:	Administration Officer		
Reports To:	Business Manager	Award	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>
Located:	Preston, VIC 3072	Classification:	Pay Point 3.1 – 3.4
Date:	1 July 2019		

B. ORGANISATIONAL CONTEXT

Victoria People Solutions Pty Ltd (VPS) currently delivers a range of integrated programs and services for adults with intellectual, developmental, and physical disabilities. The programs and services include Client Management, Community Participation, Training in Public Transportation, Cultural and Recreational Activities, and Supported Living at home.

As an NDIS registered provider we strive for positive outcomes for the people we support, empowering them to be connected, engaged and valued members of the broader community. Our mission is to *support all Victorians to live a fulfilling life.*

We firmly believe that the foundation of continued success is our values-based, high performance culture. We are **accountable** for delivering on our word; **respect** our colleagues and encourage the pursuit of their development, rewarding performance and celebrating achievements; embrace **excellence** as a guiding principle to continually challenge ourselves; are **caring** and committed to act with compassion, integrity and honesty; and work together to **make a difference**, valuing our uniqueness and embracing our diversity.

C. JOB CONTEXT

VPS offers personalised services and supports to people with disability and their families. Disability Services is a dynamic and growing area with the once-in-a-generation rollout of a National Disability Insurance Scheme. People with disability and their families are finally in the position to choose the support they need, who will provide it and what price they will pay.

D. JOB PURPOSE & OVERVIEW

This position provides administrative support to site staff, customer services staff, and to programs or projects. The role works with and within different teams under minimal supervision. The position follows team processes and procedures and suggests and contributes to changes in processes and procedures based on experience in the role.

E. KEY PERFORMANCE AREAS

Key Responsibility Areas	Capability Requirements	Performance Measures
Sector and Organisation Purpose and Values	<ul style="list-style-type: none"> Working knowledge of a human rights; person-centred approach to supporting a person with a disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work. 	<ul style="list-style-type: none"> Ensures own behaviour is consistent with the disability service standards and organisation values. Achieves respect from others in the workplace and demonstrates a confident approach to own contribution. Recognises the importance of dignity for each person supported by the organisation and in their interactions with others.
Leadership and Teamwork	<ul style="list-style-type: none"> Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues. 	<ul style="list-style-type: none"> Demonstrates involvement in and contribution to the team's results and effectiveness. Completes work to standards and on time. Follows processes and minimises and learns from errors to eliminate them from future work. Generates reports as required. Understands what issues to escalate and when. Shows a willingness to share knowledge and information based on feedback from team members.
Communication	<ul style="list-style-type: none"> Supports non-routine enquiries Uses effective listening skills and seeks, provides and/or shares information with people appropriately. 	<ul style="list-style-type: none"> Shares knowledge and information Understands processes and procedures of the business area. Understands and responds to customer enquiries

Key Responsibility Areas	Capability Requirements	Performance Measures
	<ul style="list-style-type: none"> • Can adapt communication style to meet people's needs. • Able to resolve conflict with assistance. • Has a network of internal and external contacts relevant to the role. • Deals with practical issues presenting and enlists a more experienced person as needed. 	<ul style="list-style-type: none"> • Makes judgments based on capability and responsibility. • Escalates conflicts or complaints when necessary • Shows flexibility in accommodating different communication styles. • Receives positive feedback on written and verbal communication.
Customer Relationships	<ul style="list-style-type: none"> • Assists customers to address their needs and expectations. • Has practical knowledge of supports and services available. • Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. • Demonstrates confidentiality and awareness of diversity in relating to sensitive issues. • Assists with building and maintaining positive relationships with stakeholders. 	<ul style="list-style-type: none"> • Demonstrates welcoming and positive approach to existing and potential clients and customers. • Understands and applies relevant knowledge of organisation support and services. • Understands where queries and issues should be referred to.
Personal Accountability	<ul style="list-style-type: none"> • Adheres to organisation policies and procedures and all relevant government legislation and relevant standards. • Follows detailed and precise work procedures. • Evaluates own work to ensure quality and safety standards are met. 	<ul style="list-style-type: none"> • Ensures data or information is checked and accurate before passed on • Demonstrates knowledge and application of policies and procedures. • Contributes to policy and procedures through experience of use. • Recognises inconsistency and errors in data.

Key Responsibility Areas	Capability Requirements	Performance Measures
	<ul style="list-style-type: none"> • In own work area makes agreed changes. • Adopts a professional approach to own personal accountability. • Maintains organisation's image and reputation. 	<ul style="list-style-type: none"> • Receives positive feedback on interactions with others and workplace behaviour consistent with the values of the organisation
Innovation	<ul style="list-style-type: none"> • Undertakes tasks using a resourceful and creative approach. • Suggests changes to improve quality in own work and makes agreed changes. • Able to address and mitigate risk in own work. • Assists with review and/or development, implementation and improvement of specific work practices and procedures. 	<ul style="list-style-type: none"> • Participates in and is open to change. • Gets actively involved in team problem solving. • Identifies and reports areas for improvement using understanding of risk framework. • Identifies and reports solutions and risks for immediate work problems. • Minimises errors. • Corrects simple problems and escalates more complex problems. • Demonstrates initiative.
Experience and Qualifications	<ul style="list-style-type: none"> • Equivalent to Certificate IV in relevant studies, or equivalent knowledge and experience. 	<ul style="list-style-type: none"> • Shows commitment to ongoing skills development. • Attends appropriate training for role.

F. REQUIREMENTS

Key responsibility areas	Capability requirements	Key performance measures
Service Delivery	<ul style="list-style-type: none"> • Provides service to a range of internal and external customers, demonstrating a service focus in all areas. • Is proactive in supplying information about the services and support provided by the work area/organisation. • Able to handle sensitive inquiries with tact and discretion. • Able to appropriately assist customers based on an understanding of the work area's priorities and refer more complex enquiries appropriately. • Assists direct service staff with administrative work. 	<ul style="list-style-type: none"> • Practises confidentiality and exercises appropriate discretion. • Adheres to organisation confidentiality and privacy requirements • Demonstrates a willingness to assist others • Refers customers and stakeholders to relevant service areas. • Completes administrative work to standard required. • Shows an understanding of the services and supports delivered by the organisation.
Work Area Knowledge and Application	<ul style="list-style-type: none"> • Undertakes corporate and service support work. • Drafts correspondence for senior staff involving routine and/or non-technical matters. • Prepares or processes work using well defined systems. • May enter and check standard entries and/or calculations and deals with basic errors, queries. • Files and retrieves from existing filing and archive system. • May assist more experienced staff working on corporate and service support events or projects or in 	<ul style="list-style-type: none"> • Completes work to expected standards and level of quality. • Follows agreed procedures to complete tasks assigned to the role.

Key responsibility areas	Capability requirements	Key performance measures
	<p>monitoring of service contract requirements.</p>	
<p>Information Technology and Workplace Equipment</p>	<ul style="list-style-type: none"> • Uses relevant communications and technology systems. • Prepares complicated reports including technical language and tables. • Undertakes straightforward desk top publishing tasks. • Good working knowledge of the software and internet procedures relevant to the position. • Operates workplace equipment and provides support to other staff, e.g. basic IT support. • May assess problems and faults and take corrective action, including contacting repairers. 	<ul style="list-style-type: none"> • Demonstrates working knowledge of computer systems, hardware and software relevant to the role. • Identifies problems and addresses problems or escalates issues when required.
<p>Reporting, Documentation and Administration</p>	<ul style="list-style-type: none"> • Adheres to reporting, documentation and administrative requirements. • Assists others. • Maintains appropriate notes and other documentation. • Uses relevant business systems to meet reporting and administrative requirements. • Suggests changes to improve documentation, reports and administration within the context of the role. 	<ul style="list-style-type: none"> • Meets agreed reporting requirements in a timely manner.



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G. OTHER REQUIREMENTS

- Current nationally recognised Police Check
- Current Victorian Driver's Licence
- Current Working with Children Check
- First Aid, including CPR
- Willingness to undertake a pre-employment check: Disability Worker Exclusion Scheme, in place in Victoria since Nov 2017.

VICTORIA PEOPLE SOLUTIONS is a committed Child Safe organisation. Our Code of Conduct, relevant policies and procedures ensures this remains a priority at all times, especially during the recruitment process.

H. APPLICATIONS

Applications close **Sunday 14 July 2019**, with the successful candidate expected to start **Monday 29 July 2019**.

Applicants will be required to submit a cover letter addressing the Key Selection Criteria outlined in the Position Description, along with a resume/CV detailing the applicant's recent relevant experience.

To apply for this role, please contact Andrea Walters at info@victoriapeoplesolutions.com.au

I. ACCEPTANCE

I understand that the above position description outlines a guide to the role and expectations as to performance of an Administration Officer with Victoria People Solutions. I understand the requirements of the duties as set out above and will seek clarification to any details that I may need.

Manager	Manager Signature and Date
Employee Name	Employee Signature and Date