

Position Description

Job title	Administrative Generalist
Department	Corporate Services
Line reporting	i. Chief Executive Officer (CEO)
Direct reports	Nil
Hours/tenure	Minimum 30 hours a week Monday - Friday
Award classification and grade	Social, Community, Home Care and Disability Services Award 2010 (SCHADS) – Social & Community Services Employee Level 2, Paypoint 1
Salary packaging available	Yes
Location of work	88 King Street, Gloucester
Position description created/reviewed	Created May 2022 for ongoing review

Vision

Connecting Our Community

Mission

Working together to connect people with supports and services, enhancing their quality of life

Values

Respect: Cultivate professional relationships through respectful communication and by consulting with people on issues which concern them

Commitment: We are committed to achieving the best possible outcomes for our clients and community

Integrity: Conduct ourselves with honesty, acknowledging the trust our clients and community place in us

Equity: Operate with fairness and impartiality, consistently implementing transparent processes which celebrate diversity

Independence: We enable our clients and community members to access supports and services which foster their developing or continuing independence

Position purpose

The role of the Administrative Generalist is to take on various roles within Bucketts Way Neighbourhood Group Inc. (BWNG) to help ensure effective day-to-day operations, including:

- Fleet management
- Volunteer coordination
- Board of Management secretarial duties

The Administrative Generalist receives guidance and direction from the CEO, and is primarily responsible for fulfilling the various roles associated with this position. It is expected that the employee will actively participate in the process of professional supervision and will seek and participate in internal and external professional development opportunities.

Key responsibilities

Role specific

Fleet management

- Schedule fleet vehicles to activities, ensuring economic allocation
- Maintain regular communication with relevant personnel related to allocation of vehicles
- Schedule maintenance, repairs and services
- Ensure vehicles are stocked with adequate first aid kits, breakdown kits and COVID-19 hygiene packs
- Ensure vehicles are kept to a high level of cleanliness
- Liaise with insurance companies and mechanics
- Ensure log books are maintained and provided to relevant personnel
- Any other tasks that are within the scope of this position

Volunteer coordination

- Coordinate and assist in recruiting volunteers for the organisation
- Conduct volunteer inductions
- Attend community markets to advertise and recruit volunteers
- Manage and maintain volunteer records
- Assist in the development and maintenance of a volunteer recognition program
- Keep volunteers informed about the organisation and volunteer opportunities
- Match volunteers to opportunities that suit their skill sets
- Ensure volunteers understand their rights and responsibilities and receive proper training and information
- Any other tasks that are within the scope of this position

Board of Management administrator

- Prepare and distribute meeting agendas and documents ahead of meetings
- Attend Board meetings to develop meeting minutes
- Prepare meeting minutes for approval and distribution
- Any other tasks that are within the scope of this position

Demonstrate professional relationships, reliability, punctuality and professionalism in all work-related tasks

- Demonstrate appropriate and regular communication with BWNG staff, volunteers and clients
- Understanding of, and commitment to, BWNG's Vision, Mission and Values
- Ensure payroll administrative paperwork is submitted by the allocated due date
- Adhere to all policies, procedures and work instructions, including the Code of Conduct, Code of Confidentiality, and Work Health and Safety procedures
- Display high levels of integrity, approachability, empathy and responsiveness
- Attend staff appraisals
- Attend and contribute to staff, team and other meetings as required
- Adhere to accountabilities under BWNG's delegations policy

Communication

- Strong verbal and interpersonal communication skills
- Promote and maintain effective communication channels between all personnel

Version 1: 25/06/2020

Documentation

- Provide thorough and concise messages for enquiries received, and ensure messages are communicated to the relevant personnel
- Maintain up-to-date and accurate documentation
- Ensure all documentation is legible

Key challenges

Ability to be organised, to prioritise work schedules and respond to multiple issues

Key relationships

Internal

CEO:

- Taking direction and fulfilling tasks to the required standard
- Reporting and maintaining communication regarding role requirements, concerns or training needs

BWNG staff and volunteers:

• Contribute to a professional working relationship and attend to tasks as directed

BWNG clients and community:

 Provide informative and accurate information in a courteous and professional manner

External

Facilitate relationships to ensure a high standard of service delivery

Key selection criteria

Essential

Qualifications:

Qualifications in Business Administration, Human Resources or a relevant field

Experience:

- Experience in business administration, recruitment, volunteering or similar
- Experience working with Microsoft Office and databases

Skills:

- Excellent written and verbal communication skills, including the ability to effectively communicate with staff at all levels and members of the community from all walks of life
- Ability to be organised, to prioritise work schedules and respond to multiple issues
- Ability to work in a team environment with minimal supervision

Other:

- Class C Driver's Licence
- Criminal Record Check upon employment
- Working with Children Check upon employment

Desirable

- Demonstrated communication and interpersonal skills, including the ability to deal with sensitive and confidential matters with integrity, tact and discretion
- Experience working with people from diverse, social and cultural backgrounds
- Experience working with aged people and people with disability, including physical, communication and cognitive impairments
- Ability to plan and coordinate tasks, make decisions using appropriate judgement and meet designated timelines

Position demands checklist

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental/equipment adaptation that may be necessary for the occupant of this position.

Frequency key:

R = repetitively

C = constantly

F = frequently

O = occasionally

			Frequ	requency	
Demands	Description	R	С	F	0
	Physical demands				
Kneeling/squatting	Flexion/bending at the knees, ankle, possible at the waist in order to work a low levels			Х	
Hand/arm movement	Use of hands/arms e.g. stacking, reaching, typing, mopping, sweeping, sorting and inspecting	Х			
Bending/twisting	Forward or backward bending or twisting at the waist				Х
Driving	Operating any motor powered vehicle				Х
Sitting	Remaining in a seated position during task performance	Х			
Reaching	Reaching overhead with arms raised above shoulder height or forward reaching with arms extended				Х
Walking/running	Walking or running on even surfaces	Χ			
	Walking on uneven surfaces				Х
	Walking up or down steep slopes				Х
	Walking whilst pushing/pulling objects e.g. office furniture				Х
Climbing	Up or down stairs			Х	
Lifting/carrying	Raising/lowering or moving objects from one level/position to another, usually holding an object other than the ground				Х
	Light lifting/carrying 0-9kgs				Х
Grasping	Gripping, holding or clasping with fingers or hands		Х		
Manual dexterity	Fine finger movements e.g. keyboard operation, writing		Х		
	Sensory demands				
Sight	Use of eyes as an integral part of task performance e.g. looks at screen or keyboard in computer operation	X			
Hearing	Working in a noisy area, e.g. high volume of people around while conducting work				Х
Smell	Use of smell senses as an integral part of the task performance e.g. working with chemicals				Х
Touch	Use of touch as an integral part of task performance e.g. washing dishes				Х

	Frequency				
Demands	Description	R	С	F	0
	Psychological demands				
Tasks involved interac	cting with distressed people		Х		
Tasks involved interacting with people with mental illness/disability/cognitive impairment			Х		
	Exposure to chemical hazards				
Liquids	Working with liquids which may cause skin irritations if contact is made with skin for tasks such as washing dishes, cleaning chemicals etc. e.g. dermatitis				Х
	Working environment				
Lighting	Working in lighting that is considered inadequate in relation to task performance e.g. glare			Х	
Temperature	Working in temperature extremes e.g. working in a cool room				Х
	Accident risk				
Surfaces	Working on slippery or uneven surfaces				Х
Housekeeping	Working with obstacles within the area e.g. boxes on floor from deliveries				Х
Manual handling	Manual handling tasks e.g. unpacking a stationary order				Х

Acceptance

I have read and understood the Position Description and agree to abide by	√ the same.
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Employee name:	Signature:	Date:
Supervisor name:	Signature:	Date: