

Job title	Safety Net Administrator and Administration Support
Department	Corporate Services Connections Programme
Line reporting	i. Chief Executive Officer (CEO) ii. Connections Programme Officer (CPO)
Direct reports	Nil
Hours/tenure	Tuesdays and Thursday 10:00am-2:00pm Fridays 8:30am-4:00pm
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	Reviewed November 2022

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 Safety Net Administrator and Administration Support is:

- to provide information and referrals to vulnerable members of the community. This role is focussed on outcomes for vulnerable people and connecting them with services and supports to meet individual needs
- attend to reception duties

The Safety Net Administrator will coordinate services provided by Bucketts Way Neighbourhood Group Inc. (BWNG) and their funding bodies such as grocery assistance, Energy Account Payment Assistance (EAPA) vouchers, Telstra vouchers, any other supports as funding permits, as well as provide administration support for reception.

Key responsibilities

Role specific

Safety Net

- Display high levels of integrity, approachability, empathy and responsiveness
- Assess need for services in accordance with funding guidelines
- Provide appropriate referrals in a responsive manner
- Accurately maintain client information
- Input data accurately and in a timely manner
- Ensure compliance with relevant legislation and statutory requirements
- Any other tasks directed by the supervisor that are within the scope of the position

Reception

- Provide professional receptionist services
- Provide administrative support to maintain a high level of customer service to clients and the Gloucester community as directed by their supervisor
- Greet visitors, answer all incoming phone calls, letters and client enquiries in a professional and courteous manner
- Record and distribute accurate and detailed messages to the intended staff when they are not available to take incoming calls
- Receipt client payments and reconcile till to float at the end of each day, including input and reconciliation of information in MYOB
- Keep the office environment, training rooms, kitchen, reception area (inside and outside) and general area in an organised and presentable manner at all times
- Ensure BWNG's uniform is worn and a professional attire is maintained
- Maintain the food donations in the reception area
- Ensure adequate stock of supplies i.e. toilet paper, paper towels in bathrooms
- Any other tasks directed by the supervisor that are within the scope of the position

General

- 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
- Attend staff appraisals
- Attend and contribute to staff, team and other meetings as required
- Adhere to accountabilities under BWNG's delegations policy
- Cooperate in general housekeeping duties such as answering phones and greeting visitors to the organisation

Communication

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

<i>Documentation</i>	<ul style="list-style-type: none"> • 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
<i>Work Health and Safety (WHS)</i>	<p>BWNG employees are responsible for and commit to:</p> <ul style="list-style-type: none"> • Taking reasonable care for their own health and safety and for the health and safety of other people, including people who work under their supervision or direction who may be affected by their acts or omissions in the workplace • Actively participating in health and safety training where required • Contributing to the development and implementation of safe systems of work • Cooperating with instructions, supporting and promoting work health safety within the workplace and while engaged in BWNG activities

Key challenges

- Responding to and de-escalating situations relating to sensitive client issues
- Ability to be organised, to prioritise work schedules and respond to multiple issues

Key relationships

<i>Internal</i>	<p>Supervisor:</p> <ul style="list-style-type: none"> • Taking direction and fulfilling tasks to the required standard • Reporting and maintaining communication regarding role requirements, concerns or training needs <p>BWNG staff and volunteers:</p> <ul style="list-style-type: none"> • Contribute to a professional working relationship <p>BWNG clients and community:</p> <ul style="list-style-type: none"> • Provide informative and accurate information in a courteous and professional manner
<i>External</i>	<p>Service providers</p> <ul style="list-style-type: none"> • Provide accurate information to ensure referrals are concise and appropriate • Source information relevant to individual clients

Key selection criteria

<i>Essential</i>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Relevant qualifications in Business Administration, Community Services or a relevant discipline, or willing to obtain <p>Experience:</p> <ul style="list-style-type: none"> • Experience working in a busy front-of-house role • Experience working with Microsoft Office <p>Skills:</p> <ul style="list-style-type: none"> • Excellent written, verbal and 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 <p>Other:</p> <ul style="list-style-type: none"> • Class C Driver's Licence • Criminal Record Check upon employment • Working with Children Check upon employment
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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 vulnerable people
- 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

Demands	Description	Frequency			
		R	C	F	O
Physical demands					
Kneeling/squatting	Flexion/bending at the knees, ankle, possible at the waist in order to work a low levels				X
Hand/arm movement	Use of hands/arms e.g. stacking, reaching, typing		X		
Bending/twisting	Forward or backward bending or twisting at the waist				X
Standing	Standing in an upright position without moving about				X
Driving	Operating any motor powered vehicle				X
Sitting	Remaining in a seated position during task performance	X			
Reaching	Reaching overhead with arms raised above shoulder height or forward reaching with arms extended				X
Walking/running	Walking or running on even surfaces	X			
	Walking on uneven surfaces				X
	Walking up or down steep slopes				X
	Walking whilst pushing/pulling objects e.g. office furniture				X
Climbing	Up or down stairs				X
Lifting/carrying	Raising/lowering or moving objects from one level/position to another, usually holding an object other than the ground				X
	Light lifting/carrying 0-9kgs				X
Grasping	Gripping, holding or clasping with fingers or hands	X			
Manual dexterity	Fine finger movements e.g. keyboard operation, writing	X			
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				X
Smell	Use of smell senses as an integral part of the task performance e.g. working with chemicals				X

Demands	Description	Frequency			
		R	C	F	O
Touch	Use of touch as an integral part of task performance e.g. washing dishes				x
Psychological demands					
Tasks involved interacting with distressed people		X			
Tasks involved interacting with people with mental illness/disability/cognitive impairment		X			
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				X
Working environment					
Lighting	Working in lighting that is considered inadequate in relation to task performance e.g. glare			X	
Temperature	Working in temperature extremes e.g. working in a cool room				X
Accident risk					
Surfaces	Working on slippery or uneven surfaces				X
Housekeeping	Working with obstacles within the area e.g. boxes on floor from deliveries				X
Manual handling	Manual handling tasks e.g. unpacking a stationary order				X

Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee name: _____ Signature: _____ Date: _____

Supervisor name: _____ Signature: _____ Date: _____