



Position Description

Position Title	Administration Officer
Directorate	Corporate Services
Reports to	Team Leader Reception Northern Mallee
Date of Job Description	1/11/2024
Conditions	Conditions of employment are documented in the Mallee Family Care Enterprise Agreement 2012
Employment Status	Part-Time Ongoing, Subject to Funding
Salary	This position is classified as Band 2 – Admin Officer, with a salary range of \$62,783 - \$83,970, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a part time position. Work outside normal office hours may be required.

Position Objectives

This position entails Reception and Administrative support to the main office of Mallee Family Care at 122 Ninth Street and 105 Lemon Avenue Mildura.

Programs areas supported by this position include:

- Community, Mental Health, and Wellbeing
- Child and Family Services
- Corporate Services
- Education, Training and Research

Key Responsibilities & Duties	Performance Expectations
To receive clients, visitors, volunteers and telephone inquiries at the Agency's office.	Respond to clients and visitors of the service in a friendly and professional manner. Be welcoming and informative in approaching clients and visitors.
Make and follow up client appointments as appropriate.	Book clients into the appropriate diaries.
To redirect those enquires more appropriately managed by intake for Mallee Family Care or other organisations.	Gather information from client or visitors and direct to appropriate areas.
Provide administrative support to staff and management as directed by the Team Leader Reception Northern Mallee.	Respond to staff and management request for administrative support.
Prepare and record mail and collect agency mail when required.	Prepare and record mail, post, collect and distribute mail when required.
Assist and monitor car, room and equipment bookings.	Monitor all bookings. Update daily, responsible for the smooth running of all bookings.
Assist in the ordering of stationery, wholesale office supplies, milk, newspapers and any other items that need ordering.	Ordering of all stationery, wholesale office supplies, milk, newspapers and any other items that need ordering.
To assist in the development of effective operating systems that enhance the overall functioning of Reception at Mallee Family Care.	Review, monitor and evaluate operating systems and provide feedback where required to enhance the overall functioning of the office procedures and policy's. Discussion within supervision and team meetings.
Duress Alarms.	Assist with the testing of the duress alarms on a regular basis.
To assist in maintaining, clean and tidy reception and waiting area.	Work as a team player and provide both direction and support.
Team Meetings.	To actively participate in team meetings.
To participate in supervision.	As per Mallee Family Care Supervision Policy.

To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- A person employed as an Administration Officer will require a Certificate 3 in Business Administration or relevant experience in Administration / Reception, and data entry essential.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Well developed verbal and written skills.
- Ability to speak and liaise constructively with clients and other professionals in the service network.
- Ability to liaise effectively with the public on sensitive issues.
- Ability to respond appropriately to clients who are angry or distressed.
- Strong, open and mutually respectful relationship with all team members, funding bodies, senior management and staff within the organisation.
- Positive and constructive relationship with all clients, volunteers and other organisational stakeholders.
- Strong commitment to client services.
- Commitment to client confidentiality and privacy.
- A good working knowledge of computer usage and ability to operate programs such as Word, Excel, Explorer and data bases.
- The ability to be loyal to the organisations culture, future directions (Strategic Plan) and community image.
- Respect and care for the organisations intellectual, written and physical property.
- Ability to work in a team environment with agency staff and volunteers.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment