

POSITION DESCRIPTION

Title:	Administration Officer	Level of work/ Grade:	EA Classification : Level 3
Business Unit or Function:	Family & Disability Services	Facility/ Cluster/ Region:	NA
Department / Service / Program:	Family Services	Reporting to:	Service Leader/ State-Wide Manager
Direct Reports:	NA	Indirect Reports:	NA
Delegation:	NA	ANZSCO Code:	NA

OUR ORGANISATION

UnitingCare provides health and community services to thousands of people every day of the year through its services in Health, Aged Care and Community Services, Family and Disability Services, Retirement Living and Retail. These services encompass 8 major brands including UnitingCare, Blue Care, The Wesley Hospital, St Andrews, Buderim Private and St Stephens Hospitals, Lifeline and ARRCs (Australian Regional and Remote Community Services).

OUR VALUES

UnitingCare acknowledges that people are informed by a variety of belief systems. As an organisation we are called to support people to 'live life in all its fullness' (John 10:10) strengthen by our shared values and guided by our mission framework. It is a requirement of all employees to express these shared values through their actions, behaviours, practices and outcomes:

Compassion: Through our understanding and empathy for others we bring holistic care, hope and inspiration

Respect: We accept and honour diversity, uniqueness and the contribution of others

Justice: We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society

Working Together: We value and appreciate the richness of individual contributions, partnerships and teamwork

Leading through Learning: Our culture encourages innovation and supports learning

POSITION PURPOSE

To contribute to the operational objectives of the program by performing a range of high level and quality administrative and financial functions to support the management and operational team of Family Services stream.

KEY ACCOUNTABILITIES

	<ul style="list-style-type: none"> • Undertake a range of administrative functions including, but not limited to, activities that directly support the outcomes of the services in areas such as; maintaining quality administrative practices and processes. • Diary management including arranging internal and external appointments and any associated travel and accommodation requirements. • Undertake a range of financial functions including, but not limited to, recording income and expenditure; accounts payable; procurement card reconciliation; ordering supplies and reporting to management as required. • Using Microsoft Office and/or other business software in preparing extensive reports, business papers, minutes, correspondences, presentations and maintaining databases and other information systems • Develop, maintain and administer a records management system for receipt, storage and retrieval of records and correspondence • Support Management in the development and establishment of new services and maintaining the process for recording of statistical data and feedback to inform internal reports and research. • Develop, review and implement new processes and procedures to support the service/function run more effectively. • Provide assistance in the co-ordination of site management requirements. • Organise events, functions, workshops and meetings • Liaising with external providers and suppliers; stationery, IT, facilities for proactive practice management • Provide business support in areas of Human Resources, Fleet Management, Digital Technology, Travel and Workplace Health and Safety as required. • Work within UCQ policies and procedures, including the provision of Workplace Health and Safety and other relevant legislation. • Undertake other administrative duties such as reception backup when required. • Contribute to the maximisation of synergies across UCQ as a single integrated organisation to improve service delivery and business performance, and to promote the Church's work in health and community services in the broader community
Leader to self	<ul style="list-style-type: none"> • Achieve results through personal proficiency and demonstrate high-quality technical or professional work. • Embrace the organisation's mission, values and future directions. • Demonstrate daily discipline through effective management of own time, meeting performance expectations and personal deadlines for projects or other work related tasks. • Act as a team player and foster a safe work environment for self and others. • Build effective working relationships for personal benefit and to deliver results • Appropriately use company tools, processes and procedures. <p>Undertake other duties as required/directed as service needs change or grow, consistent with the above and within the scope of the position and any other legal or industrial obligations.</p>

QUALIFICATIONS/LICENCES, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS/LICENCES

Essential

- Certificate IV in Business Administration, Event Management or other relevant qualification
- Minimum 2 years providing Administrative support and assistance to management.
- Current Drivers Licence
- Positive Blue Card

Desirable

- Experience within health, aged care and/or community services sector and not-for-profit sector

KNOWLEDGE AND EXPERIENCE

Essential

- Extensive Microsoft Suite skills and knowledge (Word, Excel, Outlook, etc.)
- Demonstrated ability to manage financial functions
- Ability to build and maintain relationships with the Senior Management Team, Executive Leadership Team, staff and volunteers.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Experience in organising workshops and meetings.
- Strong writing, spelling, and grammar skills
- Ability to resolve problems
- Ability to multi-task and prioritise workload
- Well-developed interpersonal and communication skills
- Ability to act professionally at all times and work under pressure

Desirable

- Sound knowledge of UCQ programs and services

UnitingCare is committed to 'Closing the Gap' in life expectancy and opportunities for Aboriginal and Torres Strait Islander People and all executives are expected to support UnitingCare's contribution to Reconciliation.

UnitingCare is committed to being a Child Safe, Child Friendly organisation and will:

- *Provide welcoming safe and nurturing services for children*
- *Implement measures to prevent child abuse and neglect within our services*
- *Appropriately and immediately address child abuse and neglect if it does occur.*

BEHAVIOURAL CAPABILITIES

Customer* Focus

Sees the world through the eyes of our customers and communities, ensuring they are at the centre of everything we do.

**'Customer' refers to clients, patients, residents, families, VMPs, government bodies and all other persons accessing or interacting with our services*

Achieves Objectives

Delivers quality outcomes, ensuring decisions are based on evidence and resources are used sustainably.

Collaborative Partnerships

Builds strong internal and external collaborative partnerships.

Innovation

Champions the development and implementation of innovative solutions.

Change Agility

Leads self and others through change, managing ambiguity and personal growth to deliver sustainable outcomes.

ADDITIONAL CAPABILITIES FOR PEOPLE LEADERS

Engages & Motivates Others

Creates an environment where people feel valued and are motivated to do their best.

Drives Results

Drives accountability of others by setting clear expectations and monitoring performance in alignment with organisational objectives.

Coaches & Develops

Leads and develops others through coaching, feedback and regular connections.

Strategic Focus (Middle Leaders, SLT & ELT)

Takes a long-term, big picture view to formulate strategies that enable the ongoing delivery of our Mission.