

## POSITION DESCRIPTION ADMINISTRATION OFFICER

### OVERVIEW

<b>Program:</b>	Volunteer Program
<b>Reports to:</b>	Volunteer Program Coordinator
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	June 2018
<b>Classification:</b>	Social and Community Services Employee Level 2 Sacred Heart Mission Enterprise Agreement 2013 or subsequent agreements

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
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## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

The Volunteer Program sits within the People and Strategy Division of the Mission. The Mission recognises that volunteer involvement is a critical part of Australian society, and is a critical part of our ability to deliver services to the most disadvantaged people within our community. Our volunteer program involves over 1,000 volunteers working across a number of the Mission's programs including the dining hall, opportunity shops, the hands on day clinic, health and well being activities, the 5 minute volunteers and the Aged Care programs.

## **PURPOSE OF THE POSITION**

The purpose of the Casual Volunteer Administration Officer is to support the volunteer office team with its daily administrative tasks. The role reports to the volunteer program coordinator and to the volunteer program officer.

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>General Administration</b>	<ul style="list-style-type: none"> <li>▪ Assisting in answering phone and Email enquiries.</li> <li>▪ Preparing police checks and following up on compliance requirements for volunteers.</li> <li>▪ Updating the volunteer roster whiteboard for the dining hall.</li> <li>▪ Ensure the quality and effectiveness of administration services delivered in the volunteer's office is maintained and improvements are made where necessary.</li> <li>▪ Following up with relevant program coordinators regarding outstanding compliance.</li> <li>▪ Prepare nametags for volunteers.</li> <li>▪ Send out welcome and exit emails to volunteers.</li> <li>▪ Help prepare forms for volunteer information sessions and volunteer tours.</li> <li>▪ Manage signing volunteer information session registrations.</li> <li>▪ Supporting the morning inductions when necessary</li> <li>▪ Add and update the office manual as necessary.</li> <li>▪ Assist in writing up new volunteer position descriptions as necessary.</li> <li>▪ Assisting volunteers in completing compliance and signing on and off on Volgistics (Volunteer Management Database).</li> <li>▪ Lodging Information Technology Communication troubleshooting requests.</li> <li>▪ Undertake further duties as required.</li> </ul>
<b>Volgistics Administration</b>	<ul style="list-style-type: none"> <li>▪ Assisting in rostering of volunteers for meals program and Women's House.</li> <li>▪ Assisting in maintaining an accurate database, eg: updating addresses, email addresses, phone numbers.</li> <li>▪ Regularly create new pin lists and compliance checklists for all areas.</li> <li>▪ Creating new volunteer files and archiving them respectively.</li> </ul>

Document Number: HRE-FOR-005

Version: 1

Page No. 3 of 5

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

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	<ul style="list-style-type: none"> <li>▪ Creating reports for the quarterly Dashboard as well as the bi-monthly compliance reports</li> <li>▪ Other duties as required.</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice

## QUALIFICATIONS

- Successful completion of the Department of Health and Human Services' 'Do Food Safely' online training.

## KEY SELECTION CRITERIA

- Previous experience in an administrative role.
- Strong computer and web literacy, with a solid understanding of MS Office Suite.
- Ability to accurately and efficiently enter data and manage a database.

Document Number:	HRE-FOR-005	Version:	1	Page No.	4 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
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- Efficient time management skills and the ability to work in a fast-paced environment.
- Excellent problem-solving skills and solution-focused attitude.
- Sound interpersonal skills and the ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders.
- Previous experience working with volunteers.
- Excellent written and verbal communication skills.
- Strong alignment to the values of Sacred Heart Mission.

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

Document Number:	HRE-FOR-005	Version:	1	Page No.	5 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
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