



POSITION DESCRIPTION

Title	Administration Officer
Program/Department	Alternate Care Division - North/West Services
Position Number	13.02
Award	Health and Allied Services Award
Classification	Administrative / Clerical Services 4
Term	Full time
Position reports to	Administration Coordinator Alternate Care

1. CONTEXT

MacKillop Family Services was formed in 1997 with the refounding of seven Victorian child welfare agencies of the Sisters of Mercy, Christian Brothers and Sisters of St Joseph.

We are one of the largest providers of specialist support services to vulnerable and disadvantaged children, young people and their families through five core areas of service:

- Supporting Families experiencing disadvantage and crisis;
- Supporting Families raising a child with a disability;
- Education and training services for children and young people;
- Services for children and young people who are not able to live at home; and
- Services for the former residents of our founding agencies.

Our services are clustered in eleven Programs which are in turn grouped into three Divisions. The three Divisions are Barwon Services, Community Programs and Alternate Care. Some 450 staff and 400 volunteers are involved each fortnight in our services across Melbourne and Geelong.

2. DESCRIPTION OF PROGRAM / DEPARTMENT

Alternate Care Division consist of three programs providing services to children and young people in Melbourne's Northern and Western and Southern metropolitan regions. The programs are Alternate Care (North West), MacKillop Youth Services (North West) and Southern Services.

Alternate Care (North West) provides home based (foster) care, specialist and leaving care residential options and case management support for clients in the Northern and Western metropolitan region. MacKillop Youth Services (North West) provides adolescent residential care and case management support, and a therapeutic program for young people in protective placements in the Northern and Western metropolitan region. Southern Services provides home based care, long term residential care and case management support, leaving care options and a mentoring service in the Southern metropolitan region.

3. KEY FUNCTION

The Administration Officer is responsible for the reception, secretarial and administration functions at MacKillop Alternate Care, North-Western region services.

4. POSITION OBJECTIVES

The following objectives relate to the position of Administration Officer:

- 4.1 To provide efficient, courteous and friendly reception function.
- 4.2 To provide effective secretarial, word processing and administrative services.
- 4.3 To assist the Administration Officer, North-Western Region, and provide efficient administrative support.
- 4.4 To contribute as a positive team member
- 4.5 To contribute to best practice OHS

5. MAJOR RESPONSIBILITIES

5.1 *Reception*

The Administration Officer shall:

- Operate telephone system, receiving calls efficiently and courteously.
- Report any system malfunctions to the supplier.
- Coordinate bookings of Meeting Rooms at Victoria St;
- Handle counter enquires and take messages.
- Check voice mail for after hours messages and relay messages to appropriate staff.
- Maintain a correspondence register for all external mail.
- Prepare daily mail for posting.

5.2 *Secretarial*

The Administration Officer shall:

- Provide general word processing and spreadsheet input from both hard copy and dictated material, to include production of letters, memoranda and reports etc.;
- Arrange faxing of documents as required.
- Photocopy documents as required.
- Arrange maintenance of equipment and provision of office supplies.

5.3 *Administration*

The Administration Officer shall:

- Provide general administration support as required.
- Manage office filing system.
- Liaise with Regional and Central Office administrative staff as necessary.
- Managing job inquiries and receiving applications, arranging interviews and letters of rejection.
- Assist in the management of Petty Cash.
- Coordinate the receipt of all time sheets and ensure that they are completed and received at Central Office in accordance with pre-determined guidelines.
- Prepare stationery orders and distribution for Victoria Street
- Prepare cleaning products orders and distribution for residential units.

5.4 Team Work

The Administration Officer shall:

- Be committed to team work where MacKillop's values of affirmation, collaboration, commitment, compassion, excellence, hope, justice and respect are evident in one's daily communications;
- Strive for excellence by building affirming relationships with those one works with; and
- Undertake other duties as requested from time to time.

5.5 OHS Responsibilities

The Administration Officer shall:

- Work in a safe manner to ensure that his/her acts or omissions do not affect adversely the health or safety of any other person;
- Take care of their own health and safety and that of fellow employees;
- Not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare of employees;
- Follow the MFS Issue Resolution Procedure (Policy B.8.1) for the purpose of resolving issues affecting one's health, safety and welfare;
- Consult with direct supervisors and/or managers regarding health & safety issues affecting one's work place; and
- Complete Near Miss/Hazard/Injury Register Form when appropriate.

KEY SELECTION CRITERIA

The successful applicant will have*:

- High level word processing skills and sound spread sheet and data base skills.
- Experience in reception work and in the use of multi-line telephone systems.
- Well developed interpersonal and communication skills.
- Operational knowledge of office equipment.
- General administrative experience.
- A willingness to contribute in a collaborative and team context.
- Support for the mission and ethos of MacKillop Family Services.
- A current Victorian Driver's Licence.

* Note that possession of a current Working With Children Check card, or the successful application for a WWCC card is a requirement of employment at MacKillop Family Services.

Review Dates:	02/07/2003
	06/04/2004
	11/05/2005
	17/06/2009
Authorised By General Manager:	Gavin Kempin