

JOB DESCRIPTION

Programs Administrator

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for providing a high standard of administrative support to the clinical and operational management team within Uniting Recovery programs and consortium models. In addition to supporting the day-to-day operations of the service, the Programs Administrator will assist with back-of-house administrative and financial support to ensure the smooth running of the service.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Uniting Recovery team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the client at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.

- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Programs Administrator, your role specifically will:

- Assist in administrative functions for meetings, training and events, including scheduling, catering, booking venues, and developing and disseminating agendas and minutes.
- Be the first point of contact for the operational management team, to assist with administrative enquiries and support across all clinical services.
- Support the provision of a warm and welcoming reception service, including greeting consumers and responding to incoming phone calls and email correspondence.
- Schedule, reschedule and cancel appointments, with consideration to waitlists.
- Organise incoming and outgoing mail including internal mail distribution, express post, and courier deliveries.
- Prepare and process paperwork, referrals and booking information relevant to consumer appointments.
- Provide back-of-house administrative support, including data entry, scanning, and filing.
- Assist with data collection and associated reporting duties.
- Contribute to shared administration duties, including property and asset management, petty cash, and replenishment of office supplies.
- Support team members with managing their diaries and appointments.
- Ensure client areas are safe and presentable, completing light cleaning duties as required.
- Assist with the set up and pack up of the centre, ensuring rooms are left in a clean and tidy state each day.
- Support staff with fleet management and vehicle upkeep.
- Where required, work across and travel between the Enhanced Services locations.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: Team Leader

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Experience:

Typically, this role will require two (2) or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation.

In addition to the above, you'll have:

- Proven ability to provide a high-level of customer service to both internal and external customers.
- Ability to provide high level administrative support, including maintaining adequate documentation, and appointment scheduling.
- Ability to work in a multidisciplinary team setting, as well as independently under minimal supervision.
- Demonstrated ability to provide quality customer service in a friendly, professional, and courteous manner to all staff, consumers, and visitors.
- Demonstrated ability to apply a youth and client friendly, non-judgemental approach, to ensure that the client feels safe and welcome accessing the services.
- Excellent computer skills, including Microsoft Office, and efficient and accurate typing ability.
- Sound problem-solving skills, and proven ability to perform multiple administrative duties simultaneously.
- Ability to be flexible and adaptable to changing priorities.

Even Better:

- Certificate III in Business Administration, or equivalent and relevant to the field of work.
- Previous experience working within a medical reception environment.

Employee Name:	Insert employee name		Manager's Name:	Insert manager's name
			Title	Insert manager's title
Date:	Insert date		Date:	Insert date
Signature:			Signature:	