

**Position Title: Administration Assistant**

		Primary Directives of Role
<b>Department:</b>	Wilcannia Safe House (WSH)	As an Administrative Assistant for our <b>Wilcannia Safe House (WSH)</b> service, you will be responsible for supporting the team across site and service aspects. The primary function of this role is to support the Wilcannia (WSH) Service Delivery Team including accurate and timely completion of WSH accounts payable activities, supporting financial reporting requirements, office and system monitoring, reception and administration work.  The position is required to support and provide an effective first response to all people contacting the WSH service in line with DVSM's values. This includes ensuring all people contacting the service are met with a positive social response and follow up of a high standard.
<b>Employment Type:</b>	Full time 38 hours	Maximum Term until 30 June 2024
<b>Level:</b>	Level 3 SCHADS Award	<b>Department Overview</b>
<b>Location:</b>	Wilcannia, Far West NSW	Operating in the Darling Shire LGA and provides refuge accommodation for women and children experiencing Domestic and Family Violence as its core response and assists people to find suitable accommodation.  Additionally, the service provides outreach support in the community to people who are escaping or experiencing Domestic and Family Violence and those who are experiencing homelessness or at risk of becoming homeless.
<b>Direct reports:</b>	Nil	
<b>Reports To:</b>	Community & Culture Manager (CCM)	Mary Ronayne

**Domestic Violence NSW Service Management (DVSM)** is a registered charity (ABN: 26-165-400-635) which aims to prevent and support recovery from domestic and family violence and homelessness.

**Our vision** is a world where women, families and communities live free from violence, have equal rights, opportunities, and the freedom to reach their potential.

**Our purpose:** Empowering clients to make positive, permanent changes that improve their safety and well-being.

**Our Values:** A key part of working in this role is to demonstrate our values in day-to-day work. These values are:

Person Centred	Excellence	Respect	Integrity
We listen and embrace diversity to support people to achieve their self-defined goals.	We exceed expectations with our professionalism and evidence based products, programs and services.	We remain open minded and non-judgmental.	We are ethical, transparent and accountable.

### Key Position Requirements

Key Accountabilities (what will you do?):			
Percentage of Time (%)	Key Performance Indicators	Major Activities	Performance Measures
50%	General administration support and Reception	<ul style="list-style-type: none"> <li>Customer service / reception tasks</li> <li>Meeting minutes, agendas and follow up</li> <li>Maintaining organized records on databases</li> </ul>	<ul style="list-style-type: none"> <li>All clients and queries are responded to in an empathetic and professional manner.</li> <li>All records and documents are completed accurately, timely and stored appropriately.</li> </ul>
30%	Office and site systems	<ul style="list-style-type: none"> <li>Stock and supplies monitored and maintained</li> <li>Site systems monitored and maintained e.g. WHS</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive schedules in place and actioned within clear timeframes.</li> </ul>
20%	Accounts payable and receivables	<ul style="list-style-type: none"> <li>Liaise with Finance team on WSH invoices</li> <li>Support month end reconciliations for credit card and WSH accounts</li> </ul>	<ul style="list-style-type: none"> <li>Financial information is entered accurately and timely.</li> </ul>

Decision Making Authority:		Position Challenges:
This position must act within written policies, procedures and handbook. The CCM must approve all decisions outside these parameters.		<p>Working in a front line service that supports women and children escaping and/or experiencing domestic and family violence – the role entails supporting and assisting the WSH team, addressing site issues promptly and providing a seamless system of operations that supports the team in its direct service delivery focus.</p> <p>Additionally it requires incumbent to maintain strict confidentiality of clients, as working in a small remote region.</p>
Tools required for this position:		
Job-related Vehicle	No	
Company Credit Card	No	
Mobile Phone	Yes	
Laptop	Yes	
Other	N/A	

**Key Responsibilities and tasks:**

- Work in alignment with DVSM values and principles.
- Support the WSH Team in the implementation of projects and administrative processes set out by the CCM.
- Support the WSH Team in the WSH and maintenance of the site.
- Contribute to the design and continuous improvement of efficient cross-organisational administrative systems.
- Support the CCM with monthly reconciling of WSH invoices.
- Monitoring and management of WSH inbox related communications including redirection of external queries to the WSH team.
- Contribute to DVSM strategic plan and service division objectives.
- Perform at the relevant level in the Community Services Capability Framework.
- Undertake other duties within the scope of this role, as reasonably directed.

**Key Communications**

Internal	External
<ul style="list-style-type: none"> <li>• WSH Team</li> <li>• Project Officer ROAR</li> <li>• Organisational Services Team</li> <li>• Senior Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders</li> <li>• Referring agencies</li> </ul>

**Selection Criteria**

**Selection Criteria (what are we looking for?):**

Qualifications/Experience	Attributes/Competencies
<p>To be female is a genuine requirement for the position under Section 31 of the Anti-Discrimination Act 1977.</p> <p>Current Driver's Licence is a requirement.</p> <p>A successful Working with Children Check (WWCC) and Federal Police check is required to be employed with DVSM.</p> <p>People who identify as First Nations people are strongly encouraged to apply.</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum 2 years' experience in similar role</li> <li>• Excellent organizational and administrative skills with attention to detail, efficiency and ownership</li> <li>• Strong computer literacy skills (including Adobe and Microsoft – Outlook, Excel, Power Point and Word, SharePoint, MS Teams).</li> <li>• Excellent verbal communications skills including competence to manage sensitive matters and materials.</li> <li>• Excellent written communications skills and willingness to minute, proof, edit and author documents.</li> <li>• A confident, proactive 'can-do' attitude with willingness to multitask and self-manage competing priorities with proactive communication and flexibility to support the team.</li> <li>• Demonstrated ability to be self-directing, plan and prioritise workload and show initiative.</li> <li>• Commitment to organisational and community confidentiality.</li> <li>• Demonstrated ability to work within a team environment and take initiative in relationship building.</li> </ul>
	<p><b>Skills</b></p>

<b>Safeguarding Children and Young People:</b>
<p>Our organisation takes safeguarding children and young people seriously, and as an employee of DVSM you are required to meet the behaviour standards outlined in our Code of Conduct Policy. You will have received a copy of the Code of Conduct through Employment Hero as part of your induction. You can also access a copy of these guidelines via our organisation's intranet.</p> <p>As a part of your duties and responsibilities, and where relevant to your position within the organisation, you are also required to:</p> <ul style="list-style-type: none"> <li>• provide a welcoming and safe environment for children and young people</li> <li>• promote the safety and wellbeing of children and young people to whom we provide services</li> <li>• ensure that your interactions with children and young people are positive and safe</li> <li>• act as a positive role model for children and young people</li> <li>• report any suspicions, concerns, allegations or disclosures of alleged abuse, by personnel as well as external individuals to management</li> <li>• report any breaches of policy by other personnel, however minor, to management</li> <li>• maintain valid Working with Children Check (or equivalent) documentation</li> <li>• undergo periodic 'national criminal history record' checks</li> <li>• report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people.</li> </ul>

### Acceptance

<b>Verification</b>		
<p><i>This Position Description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document. This section verifies the employee has read this Position Description and understands the work expectations.</i></p>		
<b>Employee:</b>	Name:	
	Signature:	
	Date:	
<b>Manager:</b>	Name:	
	Signature:	
	Date:	