



## Position Description

<b>Position Title:</b>	Administration Officer
<b>Hours of work:</b>	15 hours p/w (flexible across Mon,Tues and Thurs) 12-month contract
<b>Employer:</b>	OneCare Geelong
<b>Reporting to:</b>	CEO
<b>Salary:</b>	SCDHD Level 2

### OneCare Geelong Overview

OneCare Geelong is an independent not for profit organisation located in Geelong West and provides a range of services that aim to build and strengthen relationships and social connection opportunities to those in the community who are isolated, marginalised, and/or needing support. OneCare Geelong was established in 2009 as a response to the community needs recognised by OneHope Baptist Church. We are faith based but not faith biased.

OneCare's current programs includes an affordable counselling service, COACH mentoring program, a community Foodbank and Community Meal program.

**Vision:** To see people living lives, where they feel valued, supported and connected in their community.

**Purpose:** Provide services that build community, restore hope and empower lives.

### Position Overview

The primary purpose of this role to provide high level administrative support towards the effective running of OneCare Geelong and its programs. This position is responsible for administrative tasks, financial processing, HR processing, overseeing organisation of record keeping and to work with CEO on additional tasks when required.

### Duties and Responsibilities

- Provide helpful and friendly customer service to all attending OneCare.
- Oversee administrative duties of OneCare Geelong and the various programs
- Assist the CEO with higher level administrative tasks when required



- Oversee the financial processes and payments eg, Receive payments and prepare bank deposits.
- Responsible for staff induction and HR paperwork eg. Leave, recruitment paperwork of staff and volunteers
- Prepare Payment Request forms/Annual Leave for approval.
- Management and invoicing of facility bookings
- Attend to receptionist duties when required
- Develop record keeping and data base systems to collect for service and reporting requirements
- Liaise with community partners and external stakeholders
- Oversee the administrative and booking systems
- Ensure IT systems and the management and storage of case client notes and files are secure
- Understand all services provided by OneCare Geelong Ltd and have a broad understanding of other community services in the Geelong region to be able to direct clients of the centre to the appropriate service.
- Ensure facility is cleaned thoroughly and COVID safe cleaning procedures are followed.
- Behave in a manner that creates a safe, supportive, respectful, and caring environment for all community participants.
- Adhere to OneCare policies and procedures, particularly Safe Communities policies, procedures and practices.
- Work in a manner that is child safe.
- Work constructively with the OneCare staff team
- Other administration duties as directed by CEO

### **Position Selection Criteria**

#### **Key Competencies**

- Ability and willingness to work within and promote OneCare values and ethos.
- Excellent customer service skills and understanding of customer service best practice
- Demonstrate excellent communication and interpersonal skills with program participants, volunteers, and key stakeholders.
- Ability to work respectfully and inclusively with a broad range of people presenting with challenging and complicated situations and behaviours.
- Able to calmly respond to clients or customers with challenging behaviours
- Demonstrate good empathetic listening skills
- Self-motivated and demonstrated high organisational skills with the ability to multitask, time manage, prioritise tasks, and plan to meet service requirements and community needs.



- Ability to work independently as well as collaboratively with a team with a friendly and positive attitude
- Experience and ability to complete high level administrative duties and projects
- Excellent computer skills and experience in Microsoft Office Suite/Microsoft 365 including Word, Excel, MS Teams and experience in financial management software (eg Quickbooks),
- Certificate/training in Administration, and/or relevant experience, preferably in a counselling, health or community based facility

#### **Desired Competencies**

- Experience in setting up and maintaining client/customer data bases and record keeping systems

An offer of employment at OneCare Geelong will be subject to a satisfactory National Police Record Check and Working with Children Check.

#### **For More Information**

For additional information or questions about the position please contact OneCare CEO Claire Faulmann via email [claire@onecaregeelong.com.au](mailto:claire@onecaregeelong.com.au) or phone 5229 2133.

#### **To Apply**

To apply for the position please email your CV, cover letter and response to the selection criteria to [info@onecaregeelong.org.au](mailto:info@onecaregeelong.org.au). Applications close at 5pm, 11th October 2021

[www.onecaregeelong.org.au](http://www.onecaregeelong.org.au)