



<b>POSITION</b>	<b>Administration Team Leader</b>	<b>STATUS</b>	Full Time (1.0 FTE)
<b>REPORTS TO</b>	Executive Manager – Psychological Services & Operations	<b>LOCATION</b>	Cheltenham (travel to Better Place Australia sites required)

**BETTER PLACE AUSTRALIA**

Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

**PURPOSE OF ROLE**

The Better Place Australia (BPA) Administration Team serves as a key enabler for all facets of client service delivery.

The Administration Team supports all current BPA programs and services across all operational sites. It plays a multifaceted role spanning:

- Reception management
- Face to face/phone/email-based customer service delivery
- Participation in/management of key internal office based and practitioner-based workflows
- Internal stakeholder service delivery with emphasis on Practitioner and Regional Service Manager support
- Assistance critical periodic data management/cleansing and reporting activities
- Management of local office infrastructure and resources to enable effective site operation
- Adherence to all relevant policies, procedures and internal/external compliance requirements.

The Administration Team Leader position exists to simultaneously undertake the role of Administration Co-ordinator and to oversee the day to day operational performance of the wider Administration team. It does so with the support of the Executive Manager – Psychological Services & Operations and supports key functional tasks on behalf of the Executive Manager including recruitment, workforce planning/rostering, performance management and development, operational reporting, internal stakeholder relations and operational issue escalation.

**WORK PERFORMED**

**Administration Coordination**

- Provide reception and customer service support including the provision of assistance, attending to clients, answering queries, re-directing calls and taking messages.
- Provide information and referral to people contacting BPA and where appropriate, make Practitioner appointments per Program/Service guidelines and workflows.
- Attend to matters requiring attention or refer them to the appropriate manager/stakeholder within BPA.
- Provide secretarial support to your nominated site including the preparation of correspondence, minutes, presentations and reports using MS Office applications [including Word, Excel and PowerPoint].
- Coordinate meetings including organisation of venue arrangements, catering and the distribution of relevant documentation such as agendas and minutes.
- Maintain an up to date database of clients and ensure accurate and timely data entry.

- Ensure accurate and timely data entry using a Client Information System (Penelope).
- Support Practitioners with entering data into Penelope where appropriate to do so.
- Assume responsibility for the collection of client fees, banking and for maintaining appropriate financial records.
- Responsible for the administration of petty cash.
- Responsible for ensuring that receipt books are administered daily and for ensuring that the receipts book register is stored and locked securely.
- Monitor administrative systems and develop/implement systems to improve office efficiency.
- Ensure the maintenance of a professional office environment including the purchase of office supplies and amenities.
- Coordinate general office facilities including arrangements for cleaning, maintenance, repair etc.
- Develop and maintain appropriate filing systems.
- Maintain accurate records and filing including a directory of relevant service providers.
- Coordinate administrative projects as required including collating and/or researching material.
- Provide supervision, support and training to office administration team members as required.
- Promote a culture of health and safety in the workplace and ensure appropriate administration of identified health and safety matters.
- Travel to other locations as required to participate in meetings and/or to support during peak periods.

### **Team Leadership**

- Act as the first point of contact for the administration team.
- Supervise the duties of administration team members.
- Undertake periodic review of Administration Team performance relative to desired performance standards to identify areas of risk and/or opportunity for performance improvement.
- Coordinate the annual Performance Planning & Review (PPR) process across the Administration Team
- Support Executive Manager to collaborate with relevant Program/Service leads to forecast short and long term client service demands and develop operation plans/initiatives to meet these demands.
- Support Executive Manager to use these insights as a critical input into the BPA annual operational planning process.
- Support Executive Manager to undertake periodic performance reporting including both quantitative/qualitative results and associated interpretation/narrative to ensure internal stakeholders have a clear understanding of Client Service Team performance.
- Support development of a team culture of mutual learning, support and practice excellence. As part of this, help engender an internal 'performance focused' mindset where team members understand/embrace performance measurement as a mechanism for client satisfaction and continuous performance improvement.
- Induct new staff and promote team awareness and understanding of the Mission, Vision & Values of BPA
- Planning and coordination of the engagement of temporary administration staff to ensure adequate site support as required.
- Ensure all team members are aware of, and comply with relevant practice, policies, procedures and legislative requirements which apply to their day to day work.
- Ensure regular staff meetings are held and that staff have the information they need to participate in BPA feedback and communication processes.
- Support organisational change management, quality, practice and service development initiatives. This includes assisting with the roll-out of such activities in the Administration Team.
- Utilise team and individual performance-based insights as a catalyst for actively identifying, evaluating and implementing performance improvement initiatives.

### **Quality & Compliance**

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service

being delivered.

- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

**Other**

- Other duties as assigned and which are consistent with the position.
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

**REQUIRED KNOWLEDGE AND EXPERIENCE**

**Essential**

- Demonstrated commitment to child safety principles and evidence of active involvement in child safety activities and initiatives.
- Extensive experience in an Office Administration role, ideally with exposure to both corporate and not for profit organisations.
- Demonstrated professional experience requiring the supervision, coaching and mentoring of administrative team members.
- Expert computer literacy – including excellent working knowledge of the Microsoft Office suite of products [eg: MS Outlook, Word, Excel, PowerPoint].
- Demonstrated knowledge and experience with the use of Penelope (Client Management System) or similar Case Management/Client Management solutions.

**Desirable**

- Commitment to learning and an interest in Family Support Programs, Family Law and Family & Children's Services program streams, including the requirements of the Family Law Act 1975 and its amendments

**PERSONAL COMPETENCY REQUIREMENTS**

- Well-developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders.
- Well-developed written and verbal communication skills including the ability to produce high quality reports and other correspondence.
- Excellent organisational and time management skills and the ability to be self-directed.
- Excellent customer service and internal consulting skills.
- Ability to thrive working in both a team environment and individually.
- Ability to deal effectively with a wide range of internal and external clients.
- Cultural sensitivity and the ability to deal effectively with clients from a diverse range of social and ethnic backgrounds.
- Sound ability to actively engage and build rapport with people in crisis.
- Ability to prioritise a range of tasks, plan workloads and work to deadline as well as being able to adapt to changing priorities and work demands.
- Proven ability to work under pressure in a fast-paced environment.
- High attention to detail and reliability particularly in relation to information gathering and assessment.
- Independent, self-motivated approach to work.
- High level of integrity and confidentiality.

**OTHER**

- Working with Children Check clearance (WWCC)
- Current satisfactory National Police check

- Current Victorian driver's license and access to own transport

#### KEY RELATIONSHIPS / INTERACTIONS

##### Internal

- Administration Coordinators
- Customer Service Coordinators
- Intake Practitioners
- Client Service Team Leader
- Regional Service Managers

##### External

- Clients and their family members
- Members of the Community
- Community and Government Representatives and Service Providers

#### GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.