

## POSITION DESCRIPTION

<b>Position Title</b>	Program Administrator – Aged Care		
<b>Team</b>	Health and Wellbeing		
<b>Classification</b>	SCHADS Level 2	<b>Employment Status</b>	15.2 hours till end of June 2024
<b>Position reports to</b>	Senior Manager Aged Care, and Carer Services		
<b>Location</b>	South East Melbourne, primarily based in Dandenong		
<b>Last revised on</b>	June 2023		

### A. Who We Are

SMRC is a not-for-profit community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs. For 30 years SMRC has supported the settlement of newly arrived refugees and provided community-based services for migrants and refugees through funded in-language social, economic, health and wellbeing programs. SMRC provides a wide range of aged care services, ensuring that older community members have access to care and support that is culturally sensitive, and in-language where required.

SMRC operates a multicultural labour hire service, which provides a culturally sensitive and in-language alternative to in-home care.

The vision of SMRC is to ensure that migrants and refugees are enabled to achieve their goals and aspirations. We exist to support and empower migrants and refugees through our delivery of programs and services that are innovative, inclusive, and impactful.

### B. Role Purpose

This position is responsible in supporting the Health and Wellbeing team with various administrative task, ensuring the team is provided with adequate support to work efficiently.

The position will work closely with the Senior Coordinators, and Coordinators within the team.

During any emergency situations – i.e. COVID 19, where programs may be in lockdown, this position may be relocated to support other areas of support that commensurate with the scope and classification of the position.

### C. Key Responsibilities

#### SCHADS Award Characteristics of this level –

- Work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- May contribute specific knowledge and/or specific skills to the work of the organisation.
- May be required to assist senior workers with specific projects.
- Expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- Responsible for managing time, planning and organising their own work.
- Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.

### Program Management

- Ensure high-quality administrative task is provided to the Health and Wellbeing team.
- Work close with SMRC internal Finance team, regarding financial administrative tasks and ensure all administrative task complies with the accounting standards and regulatory, and compliance standards of the funding agreement. This will be directed by the Senior Manager – Corporate services and Senior Manager – Aged Care, and Carer Services
- Ensure support provided is within the legislative and regulatory obligations.
- Make recommendation and support the team with best practise approach.
- Provide support in ensuring all data requirements are entered in a timely and accurate manner.
- Ensure client confidentiality is maintained and respected at all times.

### People Management

- Provide support to team members and to work as a team in accordance with the SMRC polices and framework.
- Support in orientation to team members so that they undertake their work in accordance with SMRC's and program priorities.

### Risk Management

- Contribute towards identification and management of risks and exposures to ensure compliance with contract and service agreement where applicable and SMRC policy and management processes.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety.
- Contribute to continuous improvement.

### Community and Agency Relationships

- Maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.

### Finance

- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines.

### General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position.
- Attend compulsory training as per SMRC policy.

## D. Person Specification

### Qualifications

- Minimum qualifications - Certificate III in Business Administration

### Essential Areas

- Knowledge of Administrative skills including experience with Microsoft Office suite.
- Knowledge of working in a not-for-profit organisation or community setting
- Demonstrated experience in time management
- Understanding of working in a multicultural workplace
- Understanding of working in a multi-disciplinary setting
- Experience in program planning and service coordination
- Strong interpersonal skills

### Desirable

- Previous experience of working in an administrative role
- Previous experience in working with people from Culturally and Linguistically Diverse (CALD) backgrounds.

### Requirements

- Current Victorian drivers' licence and own vehicle

## E. Key Selection Criteria

### Essential capabilities

#### Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Taking responsibility - Delegates to volunteers and accepts responsibilities for actions of volunteers under authority.
- Work Planning - Participates in regular supervision meetings with Manager to ensure that the work objectives are consistent with this position description and organisational objectives.

#### Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/ members and colleagues.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

#### Teamwork

- Team dynamics – Supports team dynamics to align with SMRC Code of conduct.
- Support productive working relationships and work-life balance.
- Openly shares information, participates, and contributes to team discussions.

#### Change and responsiveness.

- Change Management - Supports change management processes.
- Maintains a positive approach to change and adapts to new or different ways of working.

#### Program Management

- To work as team in the delivery of high-quality services.

- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.
- Assist in Contract management - check that contractual obligations of both parties are met.

#### Governance and compliance

- Risk Management – Manages own risk and ensures that risks are identified and reported in own work context.
- Continuous Improvement – Demonstrates a practice of Continuous Improvement in all areas of work.

#### Special capabilities

##### Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations.

##### Service Delivery

- Client outcomes – Provides supports and focus on high quality client outcomes.
- Client confidentiality and dignity – Understands systems and policies for protection of client Confidentiality.

#### F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

#### G. Staff reporting to this position

None

#### H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award and are required to follow common conditions of employment.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and SMRC Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values - Integrity, Compassion, Accountability, Respect, Excellence.

#### I. Important Information

SMRC offers:

**Salary Sacrifice:** Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

**Christmas break:** SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

**Professional Development:** Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following:

- Current COVID-19 Vaccination Status
- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at [www.smrc.org.au](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto:hr@smrc.org.au).

#### J. Employee Signature

I have read, understood and accept the above position description.

Employee Name	Employee Signature	Date
Manager Name	Manager Signature	Date