

	Position Title: Administration Officer - Counselling	Team: Open Place		Region: Central
	Supervisor: Manager Counselling and National Redress Scheme Support	Delegations and Authorities: In Line with Delegations Policy	Band: A Rem: SCHCADS 4.1	Date Completed: 31/01/2020

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>In 2003/04, the Senate Community affairs Reference Committee held an inquiry known as <i>Children in Institutional Care</i>. As a result, the <i>Forgotten Australians Report</i> was tabled in the Senate.</p> <p>Open Place, the Support Service for Victoria's 'Forgotten Australians' is a partnership led by Berry Street in conjunction with a variety of community agencies working together to meet the needs of Forgotten Australians.</p> <p>This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>Open Place's administrative support is responsible for providing a friendly, responsive administration service to both staff and service users. The Administration Officer's primary task is providing administrative support to Open Place programs.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at the Open Place site at Richmond.</p> <p>This role reports to the Manager Counselling and National Redress Scheme Support, Open Place who will provide supervision and review.</p> <p>The position also collaborates with the Manager Administration in respect to general administrative duties.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA

- Excellent verbal and written communication skills with the capacity negotiate and liaise with a broad range of stakeholders, including professionals and service users.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience in performing administrative duties and an interest in developing further skills in administration, data collection and analysis.
- Demonstrated commitment to working collaboratively as a member of a team and show leadership when required.
- Self-motivated with the ability to problem solve and initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions.
- Excellent time management and organisational skills and the ability to negotiate with others in a clear and friendly manner, particularly in talking and negotiating with service users and counsellors.
- Experience with accounts payable and financial processing
- Proficient skills (i.e. intermediate - advanced level) in Microsoft Word, PowerPoint, Excel and Outlook. Knowledge of Publisher would also be an advantage as would familiarity with web-based communication systems.
- Ability to touch type at a reasonable speed with a high degree of accuracy to produce high quality and professional work.
- Ability to understand confidentiality and to maintain it at all times.
- Demonstrated understanding of and commitment to the principles of risk management.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience working in the Community & Welfare Sector

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Contacting counsellors to discuss new referrals, negotiate fees and payment arrangements. • Researching counsellors using external websites and the Trauma Support Directory. • Contacting service users to discuss counselling options preferences, travel and to confirm arrangements. • Liaise with the Senior Counsellor and determine the number of sessions a service user has attended per financial year utilizing the CSnet database. • Utilising the CSnet database to create counselling contracts and confirmation letters and forward to Counsellors. • Updating contracts and Counsellor details when changes occur. • Handling telephone enquiries relating to counselling arrangements. • Update all information in CSnet. • Provide administration support to Open Place staff as required. • Participate in a backup roster for reception/Front desk • In conjunction with other Administration Officers arrange maintenance of office equipment and ensure adequate supplies of consumables for equipment are maintained.
Front Desk Duties / IT Support	<ul style="list-style-type: none"> • In conjunction with other Administration Officers provide relief Front Desk duties including managing a busy switch board and managing mail in and out of the service and catering for the various needs of service users who “drop in” to Open Place as required. • Manage administrative tasks, distribution of faxes, arranging couriers, administering incoming and outgoing mail. • In conjunction with other Administration Officers provide basic IT support to staff within the site and direct other problems to the Help Desk located at the Central office.
Confidentiality and Privacy	<ul style="list-style-type: none"> • Maintain confidentiality in all circumstances in accordance with Berry Street and Open Place Policies and Procedures and Privacy legislation.
Other	<ul style="list-style-type: none"> • Other duties as directed • Berry Street supports White Ribbon, Australia’s campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • In conjunction with other Administration Officers provide basic IT support to staff within the site and direct other problems to the Help Desk located at the Central office

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office on the telephone for extended periods of time	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Rarely
	Perform 'on call' duties	Rarely
People Contact	Work with clients who may have a physical or sensory disability, or mental health or substance abuse issues	Regular
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Occasional
	Facilitate access to specialist, generic and community services	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional