



POSITION DESCRIPTION

Position Title:	Administration Assistant
Location:	Ballarat
Reporting to:	Team Leader – Conference Support
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



PURPOSE OF ROLE

To support the administration of North Western Central Council (NWCC) with working with children and police checks, organising events, newsletters and records management of the various conference and special works. To provide administration support to the NWCC Development Officer, NWCC Central Council President, Regional Councils and Conferences and Treasurers as required.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all relevant team / departmental and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Safety - Staff	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures
Records Management	<ul style="list-style-type: none"> • Coordination and updating of the member and volunteer member database from initial registration to departure including continual review and improvement. • Coordination of the police checks and working with children checks system for volunteer members, including continual review and improvement. • Member and volunteer member reports generated and distributed as required



Administration	<ul style="list-style-type: none"> • Filing of member's Registration Forms and correspondence • Responding appropriately to member and volunteer member enquiries • Preparation of volunteer member acknowledgment letters and orientation packs • Preparation of thank you letters to retiring volunteer members • Assist with administration of the member events such as festival masses • Assist with the core administrative functions including word processing, copying filing and faxing • Provide extranet support as appropriate
Communications	<ul style="list-style-type: none"> • Provide report/s as specified or required to the liaise regularly with Central Council President • Prepare newsletter for the Central Council in conjunction with the Central Council President • Attend team meetings as required

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Team Leader – Conference Support	Internal	<ul style="list-style-type: none"> • Line Manager
NWCC Conference Support Officer	Internal	<ul style="list-style-type: none"> • Daily operations and supervision
NWCC President /Regional Presidents/Treasurers/ Conferences	Internal	<ul style="list-style-type: none"> • Daily operations and interaction with members and office bearers
Human Resources Team	Internal	<ul style="list-style-type: none"> • Working with Children and Police check process



KEY PERFORMANCE INDICATORS

Each year as part of the annual performance process annual KPIs will be set which address the overall priorities of the Society and in particular the NWCC Central Council.

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY REQUIREMENTS

- Excellent written and verbal communication skills, including a professional telephone manner
- Excellent interpersonal skills, the ability to build a good rapport with a diverse range of people
- Strong customer service and focus
- Strong administration skills, including Microsoft Office Suite experience
- An attention to detail
- Strong organisational and time management skills
- Experience working with volunteers
- Awareness of, and the ability to work within the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.