

FAMILY ACCESS NETWORK

Committed to providing a child safe environment



ADMINISTRATION OFFICER

POSITION TITLE: Administration Officer

PROGRAM AREA: Corporate

REPORTING TO: CEO

LOCATED: 1, 2-10 Harrow Street, Box Hill, 3128

DATE: March 2022

ORGANISATIONAL CONTEXT:

Family Access Network (FAN) has been making a difference in young people lives since 1981 and is committed to responding to the diverse needs of homeless and at-risk young people, young families and children.

FAN is underpinned by a strong client focused, strengths-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness, family violence and social isolation including:

- Homeless Support Services, incorporating
 - Transitional Support Program case management
 - Private Rental Brokerage Program
 - Housing Establishment Fund
 - Homeless Youth Dual Diagnosis Initiative
 - Pathways to Resilience – Family Violence Therapeutic Intervention for LGBTIQ+ Young People
 - Life Skills – including Young Mums Group, Young Families Programs, and Eastern Diversity Group (EDG) – LGBTIQ+ social support group
 - Talking with Pride – LGBTIQ+ Family Violence Therapeutic Group
 - Peer Leadership Program
 - Volunteer Program – Lead Tenants and Mentors
 - LGBTIQ Capacity Building Project
 - Children's Program – Early Years
 - Equity Support Program
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POSITION

Context:

The responsibilities include to support the administrative, corporate and management systems at FAN. The position responsibilities are guided by and responsible to: FAN's visions; policies; procedures; strategic directions; continuous quality frameworks and as required by relevant legislation; funding agreements; interagency protocols; partnership agreements and Memorandums of Understanding.

In addition to supporting the CEO and Manager Client Services, the position also includes general office functions, requiring systems focused person with the ability to prioritise and multi-task. The position, within a small community-based organisation offering a range of services to at risk young people, therefore requires a co-operative and flexible approach.

DUTIES AND ESSENTIAL JOB FUNCTIONS OF THE ADMINISTRATION OFFICER

Support to the CEO

- Provide assistance to CEO and other corporate functions as required.
- Assist with the preparation of written material and reports.
- Draft and prepare documents
- Arrange and provide support for meetings including the co-ordination and distribution of papers and agendas.
- Maintain a filing system for the CEO which enables the timely retrieval of documents.
- Maintain confidentiality

Board

- Collate material for the Board mailout as directed, adhering to deadlines.
- Support the development of the board reports, minutes and other documents for the Board
- Photocopy 2 sets of Board Papers prior to the board meeting. (1 to be given to CEO & other to be signed and filed.)
- File all relevant board documents electronically.
- Other communication with Board Members as directed by the CEO.
- Support the development of the key board documents for the staff team – Agenda, Report, Minutes, Financial Papers
- Involvement in the AGM and Annual Report as per guidance.

CQI/QICSA/Accreditation

- Attendance and participation at monthly CQI meetings including resourcing the CQI chair.
- Support regarding documentation as required and contributing to systems improvements.
- Support and preparation for Accreditation including review.

Office Systems/Corporate responsibilities

- As part of a small team this will include answering of telephone and greeting client and visitors.
- Attendance at Staff meetings, taking minutes, typing and circulation as required.
- Annual Report / AGM Meetings.
- Newsletter – collation and circulation.
- Under direction of the CEO collating the AGM and Annual Report documentation – completion to final word version for printing, invitation, membership, Board nominations and attendance list.
- Updating documents for AGM/AR - Invitation, membership, Board nominations and attendance list.
- Server Management – CQI Chair will be managing server in relation to any CQI

Documentation.

- Administration position is responsible to save all other documentation as directed.
- Typing of general material, flyers and other promotional items in consultation or as required by CEO.
- Participate and contribute to FAN Portfolios and Strategic Planning processes.
- Photocopying, filing and general office duties as required by the CEO or as directed by the CEO to support the Operations Team.
- Maintaining and updating documents as directed by the CEO.
- Organising catering/purchasing and set up for functions or events.
- Other roles that may emerge.

Other

- Observe FAN Policies and Procedures and code of conduct.
- Possess relevant qualifications and experience.
- Be proficient in a variety of communication mediums and technologies.
- Commitment to continuous quality improvement with a positive, respectful and flexible approach.
- Attend meetings/training relevant to position as negotiated with CEO.

SELECTION CRITERIA

Applicants must address the following selection criteria to support their application.

Please only experienced persons need apply.

1. Proven skills in a variety of communication mediums consistent with the requirements of the position, including but not exclusive to Microsoft Word, Adobe suites, and email and browser usage, Excel, PowerPoint and other systems to support the internal and external reporting requirements.
2. Excellent skills in preparing, editing and circulation of newsletters, Board documents, Annual Report and related documents, promotional material/brochures, manuals, guidelines and general FAN key documents. Assist in maintaining database, website and back- up systems.
3. Demonstrated capacity to provide a range of supports to the CEO, MCS, corporate services and Board of Governance. Please expand on your understanding of this area, as it is a key function of the position.
4. Demonstrated organisational skills including the ability to prioritise workload and multi-task with the capacity to identify and work toward deadlines.
5. Demonstrated ability with a CQI systems approach consistent with organisational policies.
6. Well-developed communication and interpersonal skills, and experience in working in a team environment
7. Understanding of the not-for-profit sector and awareness of the impacts of homelessness

QUALIFICATIONS/EXPERIENCE:

It is a requirement that the successful applicant would have several years' experience in a similar role.

REPORTING RELATIONSHIPS:

The Administration Officer will report to and be supervised by the CEO

CONDITIONS OF SERVICE:

All FAN Staff members are subject to and must comply with FAN's Policies and Procedures including the FAN's Code of Conduct. You will also be required to satisfactorily complete a National Police Records Check and Working with Children's Check before employment.

The Position is 15 hours per week over two days, Tuesday and Wednesday.