



# Position Description

## Program Administrator Family Preservation

Western Sydney Nepean Blue Mountains (WSNBM)

April 2022

### Agreement

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Signed –Manager

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Signed–Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Program Administrator

## Family Preservation

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- Our Clients
- Our People
- Our Operations
- Our Financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Family Preservation

The aim of Family Preservation is to enable children and young people to remain living safely at home wherever possible and prevent an unnecessary out-of-home-care placement. The program focuses on improving family functioning and enable families to access appropriate social and practical support for children and young people aged 0-17 years of age.

The program is in alignment with the “Premier’s Priorities” to decrease the proportion of children and young people re-reported at risk of significant harm by 20% by 2023.

Priority access for new families is:

- Child at Risk of Significant Harm (ROSH)
- Families with children under 5 years old
- Families
- Young pregnant people in Out of Home Care (OOHC)
- Young parents in OOHC or leaving OOHC
- Newly arrived refugee families
- Unaccompanied children in specialist housing services
- Existing Clients from the Department of Communities & Justice (DCJ) referral pathway transferring to a new area.

Eligibility for families will be guided by:

- Domestic and Family violence
- Drug and Alcohol misuse
- Mental health concerns
- A significant learning difficulty or disability
- Inadequate parenting skills or supervision
- Limited family, social or community supports
- Support families where restoration is occurring
- Limited school attendance
- A health condition requiring ongoing treatment.

### **3 Overview of Role**

- Be a part of a team providing a professional and collaborative child centred and family focused early intervention service to children, young people and families to prevent issues escalating further which might put them at risk of entering the child protection system
- Provide administrative support to the Family Preservation team and your Program Manager in a professional and respectful manner and within deadlines
- Uphold the practice principles of Foundations for Change
- Be an active, cooperative member of a multidisciplinary team to ensure the effective and efficient running of administrative functions of the Family Preservation WSNBM teams
- As directed by your Manager, other activities to support the delivery of the Wesley Family Preservation Business Plan and Wesley Mission Strategic Plan
- Comply with Wesley Mission's Code of Conduct and Family Preservation's "Vision, Values & Behaviours" statement.

### **4 Relationships**

Reports to: Program Manager

Other: All Family Preservation staff; Wesley Mission support services including Finance, Human Resources, Legal, Communications & Fundraising, Property, and Information Services; liaise and work with staff from Government and Non-Government agencies involved in the provision of Family Preservation services

### **5 Major Role Responsibilities**

#### **5.1 Our Clients**

- Record, maintain and review accurate records as required
- Provide front of house services to clients
- Be a strong ambassador for the Wesley Family Preservation WSNBM team

##### **5.1.1 Performance Measures**

- Key relationships are functioning well
- Records are accurate and up to date.

#### **5.2 Our People**

- Support the Program Manager in administrative functions, include minute taking, room booking, and scheduling meetings
- Maintain working areas and ensure they are neat and tidy
- As required tea / coffee / catering for meetings as directed by the Program Manager
- Ordering of office supplies, stationery, bathroom supplies, the overall responsibility for invoice payments, receipting, and reimbursement of monies
- Complete Wesley Mission induction and orientation program and mandatory training
- Undertake project work as directed by Program Manager and Operations Manager
- Come prepared and engage in team meetings and fortnightly "Catch Up Conversations" with your Program Manager
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Be a part of creating a team culture of openness, continuous improvement, support and respect.

##### **5.2.1 Performance Measures**

- Successfully achieved induction, orientation, and mandatory training within 12 months
- Meetings are correctly administered and recorded
- Engaged with new practices, policies, and procedures
- Key relationships are functioning well.

### **5.3 Our Operations**

- Provide effective and efficient administration support as required
- Implement, monitor and maintain filing system and archives as per policy
- Support regular data collection, program evaluation and general administration as directed by Program Manager
- Review, and where necessary, develop / improve administration processes to be efficient and effective that best serve the interests of Family Preservation staff and clients in consultation with Program Manager
- Maintain and update all IT equipment, phones etc
- Provide support to new staff to get established onto the team's online outlook calendar where required
- Support Monthly stats being collated and submitted to the Program Manager
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirement
- Contribute to evaluation and quality improvement of programs
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services

#### **5.3.1 Performance Measures**

- Regular reporting requirements are met
- Achieve a working knowledge of relevant policies and procedures

### **5.4 Our Financials**

- Adhere to established financial policies and procedures relevant to Family Preservation
- Effective and efficient administration of invoicing, accounts, fee payments, credit card reconciliation, refunds and collections, receipting and monitoring on a weekly basis, notifying Program Manager of any problems or delays immediately in writing
- As directed by the Program Manager, process the Family Preservation banking and any electronic direct debit or payment transactions and report any inconsistencies to the Program Manager
- Support the Program Manager to audit budgets and maintain budget guidelines
- Support the maintenance of the Asset Register and any other identified databases and spreadsheets on a weekly basis or as required by the Program Manager
- Monitor, maintain, review administration/financial systems and evaluate for best practice in keeping with Wesley Mission Policy and Procedures and audit corrective action plans in consultation with your Program Manager
- Adhere to established financial policies and procedures relevant to Family Preservation
- Seek opportunities to minimise expense wherever possible
- Demonstrate responsible stewardship of all resources and be willing to report impropriety in keeping with the values of Wesley Mission

#### **5.4.1 Performance Measures**

- Wesley Mission resources are well maintained including centres, vehicles and other equipment
- Effective and efficient administration of credit card reconciliation

## **6 Professional responsibilities**

- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, WHS Act and other relevant legislation and policies
- Be responsible under the WHS Act for the health and safety of all persons you meet during your employment. All hazards and injuries must be reported as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure

- Take responsibility for personal career development and training and participate on a quarterly basis in Wesley Mission's Employee Contribution & Development process
- In relation to Wesley Mission and the Uniting Church in Australia, attend worship services, functions, meetings, seminars, and training courses as directed by your supervisor
- Participate in the review and maintenance of industry specific and internal audit processes as per standard policy and procedures
- Administer the relevant policy documents as appropriate
- Maintain confidentiality in all aspects of Wesley Mission's work
- Ensure the reputation and integrity of Wesley Mission is always maintained.
- Be a strong ambassador for the Wesley Family Preservation team.

## **7 Selection Criteria**

### **Essential Criteria**

- Minimum 2 years' experience in administration and related duties
- Demonstrated experience in office administration, data collection, databases, book-keeping, and budget reconciliation
- Proficiency in Microsoft Office, including Word, Excel & Outlook
- Organise and record meetings (minute taking).
- Excellent diary management, organisational and planning skills
- Show initiative, plan and anticipate potential problems
- Ability to maintain confidentiality at all times.
- Current NSW or National driver's licence.
- This is a child-related position and preferred applicants will be required to undergo a working with children's check and criminal record history check.

### **Desirable Criteria**

- Experience working in community or welfare sector

## **Vision, Values & Behaviours for Family Preservation**

(This is to be read in conjunction with the Wesley Mission Code of Conduct)

**Vision:** To be the best we can be in a harmonious workplace.

### **Values:**

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.

### **Behaviours Not Tolerated:**

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities.
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eye-brows; exclusion; whining; or making faces behind someone's back, are all unacceptable.

### **Behaviours We Expect:**

- Behave with honesty and integrity.
- Punctuality (be on time for work) - start work on time & return from allocated breaks on time.
- Do not leave early unless authorised.
- Look after the cars and other Wesley property.
- Avoid participating in any form of gossip.
- Acknowledge and accept individual differences.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it's okay to say you are in a bad mood and you need some space and respect.
- Work efficiently: don't distract others by taking too much of their time.
- Treat each other with respect.
- Be wary of cliques or factions forming.
- Clean up after yourself.
- Dress appropriately and professionally.