



Position Description

Program Administrator

Wesley Family Preservation WSNBM

November 2021

Agreement

Signed – Manager

Signed – Employee

Date

Date





Program Administrator

Wesley Family Preservation WSNBM

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 servant hood, 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 Wesley Family Preservation WSNBM

Family Preservation is funded by the NSW Department of Communities and Justice and is delivered across the state by non-government agencies including Wesley Mission.

The Wesley Family Preservation team is responsible for providing a professional culturally appropriate, child centred, family focused, trauma informed and strengths-based program. Family Preservation’s tailored support services aim to build strong well-functioning families where children and young people aged 0-17 years of age can live safe from abuse and neglect and have improved wellbeing outcomes.

The main objectives are:

- More children and young people remain safely in the home
- More children and young people are healthy, thriving and have improved long term outcomes
- Vulnerable families can access the right supports at the right time
- The system can respond to a variety of complex needs across all areas of safety and wellbeing.



3. Overview of role

The role of the Program Administrator is to:

- be part of a team providing a professional and collaborative child centred and family focused early intervention service to children and families to prevent issues escalating further which might put them at risk of entering the child protection system,
- to provide administrative support to the Family Preservation WSNBM team in a professional and respectful manner and within deadlines,
- uphold the practice principles of the Family Preservation WSNBM Program,
- 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,
- contribute to a creative and positive workplace culture with a focus on providing service to children and families,
- support Wesley Mission in providing a total service to the community.

4. Relationships

Reports to: Family Preservation WSNBM Program Manager

Other key stakeholders: Other Wesley Family Preservation WSNBM team members, and with the NSW Department of Communities and Justice, Government and Non-Government agencies involved in the provision of services to Family Preservation WSNBM families.

5. Major role responsibilities

5.1 Our clients

- Record and maintain client information in the databases
- Provide front of house service to clients
- Be a strong ambassador for the Wesley Family Preservation WSNBM team

5.1.1 Performance Measures

- key relationships are functioning well
- databases are accurate and up to date

5.2 Our people (our team)

- Support the Program Manager in administrative functions, include minute taking, room booking, and scheduling meetings
- Maintain working areas and ensure they are in appropriately neat and tidy state at all times
- As required tea / coffee / catering for meetings as directed by the Program Manager
- Ordering of office supplies, stationery, bathroom supplies, fruit bowl and the overall responsibility for petty cash reconciliations, invoice payments, receipting, and reimbursement of monies
- Liaise as directed by the Program Manager with other Managers, Wesley Mission Staff, Corporate Sponsors, Government Departments, Clients, Students and Volunteers
- Assist with recruitment process of new employees, staff, volunteers and students as directed by the Program Manager



- Correspond with Manager Client Service, in relation to job packages as directed by the Program Manager
- Complete Wesley Mission induction and orientation program and mandatory training,
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Undertake project work as directed by Program Manager and Operations Manger
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

5.2.1 Performance Measures

- key relationships are functioning well
- File reviews show compliance to procedures and best practice
- data bases are accurate and up to date
- successfully achieved induction, orientation and mandatory training
- engaged with new practices, policies and procedures

5.3 Our operations

- Provide effective and efficient administration support as required,
- Implement, monitor and maintain filing system and archives as per the Wesley Mission Policy
- Support regular data collection, program evaluation and general administration for the Family Preservation WSNBM teams 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 WSNBM 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 teams online outlook calendar where required
- Support Monthly stats being collated and submitted to the Program Manager
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

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 WSNBM;



- Effective and efficient administration of invoicing and petty cash processes, 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 WSNBM banking and any electronic direct debit or payment transactions and report any inconsistencies to the Program Manager
- Support the maintenance of the Asset Register and any other identified data bases 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 Program Manager
- Encourage staff to implement environmentally positive work practices.
- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- current funding maintained

5 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Family Preservation WSNBM Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.



6 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Ability to problem solve, be creative, and resourceful,
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Displays emotional maturity and resilience

Essential skills/knowledge

- Minimum 2 years' experience in administration and related duties.
- Proficiency in Microsoft Office, including Word, Excel, and Outlook
- Demonstrated experience in Office administration, data collation, databases, book-keeping, and budget reconciliation.
- Ability to communicate appropriately at all levels of the organisation
- Organise and record meetings (minute taking).
- Show initiative, plan and anticipate potential problems.
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Self-motivated with the demonstrated ability to prioritise tasks, meet deadlines and attention to detail
- Ability to maintain confidentiality at all times
- Sound organisational skills
- Current NSW or National driver's licence
- Working With Children's Check & criminal record history check

Desirable skills/knowledge

- Experience working in community or welfare sector.