



# Position Description

## Program Support Assistant

Wesley Dalmar Out of Home Care  
March 2019

### Agreement

\_\_\_\_\_  
Signed-Manager

\_\_\_\_\_  
Signed-Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



# Program Support Assistant

## Wesley Dalmar - Out of Home Care (OOHC)

### 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 Wesley Dalmar OOHC

Wesley Dalmar is an Out Of Home Care Service, accredited by the Office of Children’s Guardian and regulated by the OCG standards. Wesley Dalmar supports children and young people who enter care, supporting carers and birth families associated with the child and young person in care.

Permanency is a key driver for our work, as we seek to ensure that all children we care for are in the best possible placement to meet their needs and achieve their potential. Our work is underpinned by the legislated hierarchy of the Permanent Placement Principals.

### 3 Overview of role

The Program Support Assistant role is an integral part of the Wesley Dalmar OOHC programs. The purpose of the role is to be the first point of contact and support the daily operations of the program by ensuring the reception and administrative activities of the team are carried out in an effective and efficient manner. This is achieved by:

- providing overall effective office management which supports all staff within the Wesley Dalmar OOHC programs
- ensuring that tasks are performed efficiently, professionally and within set timeframes as determined by the Program Manager
- maintaining effective systems in order to manage an efficient reception area, administration tasks and reception duties
- regularly review and maintain efficient systems as required to manage all data bases, files, reports, forms and payments

### 4 Relationships

Reports to: Program Manager

Working with:

- OOHC Program Manager
- Wesley Dalmar OOHC staff
- Family Preservation staff
- Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.
- Other Programs or Program Assistants as required.

## **5 Major role responsibilities**

### **5.1 Our clients**

- facilitate and maintain an effective reception desk including duties such as answering all telephone calls, and taking concise messages within a timely manner
- greet all guests and clients with professionalism in accordance with our vision and values
- provide assistance and referrals as required for those seeking additional support
- be a strong ambassador for the Wesley Dalmar OOHC team.

#### **5.1.1 Performance Measures**

- Positive customer service feedback
- Reception area and calls are covered and attended to in a timely manner

### **5.2 Our people (our team)**

- Execute preparation of any delegated word processing tasks such as letters, memo's, Case Notes, Training materials, reports, newsletters etc.
- Support staff in enacting safe home visiting practices
- assist with any mail outs as delegated by Program Manager
- Prepare agenda's and participate in Team Meetings and Case Management meetings as required, taking minutes and distributing to staff in a timely manner
- Complete all required Criminal History check and Working with Children Checks on employees and carers
- 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
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

#### **5.2.1 Performance Measures**

- evidence of team support provided as required
- timely completion of tasks set by the team

### **5.3 Our operations**

- Implement preparation of any photocopying, collation and binding of materials reports as required
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- update and maintain centre staff files on a minimum 3 monthly basis.
- complete training in Archiving of Child, Carer and Staff files and complete as required within the corresponding policy and procedure
- maintain and prepare all meeting appointments and functions including tea and coffee making and the organisation of catering as required
- assist in the maintenance of all registers such as carers, asset and vehicle register
- ensure all common areas are well kept and in a presentable state at all times.
- maintain all required office equipment and order any stationary as requested and approved by Program Manager, including cleaning and kitchen supplies.
- Any other reasonable duties as required by the Program Manager

#### **5.3.1 Performance Measures**

- Timely completion of all operational administration tasks
- Satisfactory completion of tasks according to set deadlines
- Office is well resourced and maintained

### **5.4 Our financials**

- 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, reporting to the Program Manager of any problems or delays promptly.
- Processing of Wesley Dalmar Program banking and any electronic direct debit or payment transactions and reporting any inconsistencies to 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.
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

#### **5.4.1 Performance Measures**

- timely completion rate of all financial invoice processing
- budget and program costs are balanced and maintained

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley <department name> 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.

## **7 Selection criteria**

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

### **Demonstrated behaviours**

- Excellent communication skills, both written and verbal
- Demonstrated experience in accounts/financial processing
- Professional telephone manner
- Good organisational skills
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- displays emotional maturity and resilience.

### **Essential skills/knowledge**

- Client-focused strength based approach
- A commitment to a continuing process of personal self-development and skills acquisition
- Self-direction including initiative and the ability to prioritise activities
- Personal integrity
- Respecting the values and experiences of others
- Analysis and problem solving
- A high level of Confidentiality

### **Desirable skills/knowledge**

- Office administration experience
- not for profit or cause related experience.