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| **Position Title:** | Client Services Administration Support |
| **Employment type:** | Casual |
| **Department:** | Crisis & Brief Intervention |
| **Location:** | 317-319 Barkly Street, Footscray, VIC, 3011. |
| **Salary:** | SCHADS Level 3, pay point dependant on experience |
| **Reporting To:** | Client Services and Administration Coordinator |
| **Exemption:** | VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)  This means we can employ only women and gender diverse people, or people from a particular cultural background when required. |
| **Child safe standard:** | GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Children Check is required (WWCC) |

**About the Role**

The Client Services Administration Support role is designed to provide essential administrative support to GenWest’s Integrated Family Violence programs. This role works alongside the Client Services Administrators, and reports into the Client Services Administration Coordinator. This team is responsible for delivering high-quality administrative services to staff, visitors, clients, and community members, including women and children experiencing family violence crises.

**Role Responsibilities**

Success within this role includes having the creativity to support with effective process development and ways of working in this evolving space.

As the Client Services Administration Support, you will be responsible for:

* General reception duties including greeting staff/clients/visitors with empathy and compassion always, as well as reception administrative tasks such as responding to email enquiries, mailing, data entry, coordinating deliveries, and coordinating the visitor management system.
* Providing timely and quality administrative support to the teams within the Integrated Family Violence Services, and the broader GenWest team as required.
* Preparing and maintaining appropriate, accurate, and confidential client records on the SHIP database.
* Assisting teams with client referrals to motel bookings.
* Distribution and management of Material aid.
* Curating and updating the Resource Register in use by IFVS practitioners.
* Maintaining a clean and tidy Reception area and ordering office supplies.
* Supporting with booking venues for training and events, organising catering and other relevant services as required.
* Act as a designated First-Aider and Fire-Warden.
* Other ad-hoc duties as required.

Success in this role involves demonstrating adaptability during the ongoing improvement of processes and ways of working within a changing environment.

**Skills, Qualifications and Experience**

**Essential**

* Administrative and/or reception experience.
* Basic understanding of family violence and related areas (for example, child protection, AOD, mental health, and homelessness)
* High proficiency with Microsoft Office suite
* Excellent organisational, administration and time-management skills
* Well-developed conceptual, analytical and problem-solving skills
* Ability to foster positive working relationships and capacity to work as a member of a team
* Experience effectively managing competing priorities
* Proven experience in collaborating effectively within a team, cross-functional and with external agencies
* Recent First Aid accreditation
* Recent Fire Warden accreditation
* A valid Employee Working with Children’s Check
* Police check (and international police check if lived overseas for a year or more in the last 10 years)
* Current and valid Driver’s licence (proof required)

**Desired**

* A minimum Certificate IV in Community Services or working towards tertiary qualification in a related discipline (i.e. social work, or psychology)
* Knowledge of SHIP database
* Administration and/or reception experience working within the community services sector or a not-for-profit setting.

**Acknowledgement**

This position description may be reviewed.

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

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| **Employee Name:** | **Signature:** | **Date:** |