

## Position Description

### Administration Officer

#### Position Summary

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<b>Position</b>	Administration Officer
<b>Reporting to</b>	Director of Finance and Corporate Services
<b>Direct reports</b>	Nil
<b>Department</b>	Corporate Services
<b>Classification</b>	SCHADS Level 4
<b>Status</b>	Part Time 0.6
<b>Location</b>	Hawthorn Corporate Services Office
<b>Probation</b>	Six months
<b>Key relationships</b>	<p><b>Internal</b> CEO, Corporate Services staff, Service Delivery staff</p> <p><b>External</b> DHHS, accreditation bodies, fleet and insurance providers, suppliers, clients, community organisations</p>

#### About Refuge Victoria

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Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

In accordance with Section 12 and Section 28 of the Equal Opportunity Act 2010 (Vic), we exclusively hire individuals who identify as female for service delivery roles ensuring we meet the specific needs of the women and children we support.

#### Our Vision

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For people escaping family violence to live safe and free.

#### Our Values

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##### Compassionate

We care deeply about the work we do and who we do it for.

##### Empowering

We empower people to become more confident and make informed decisions.

**Collaborative**

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

**Integrity**

We are respectful and transparent and will always hold ourselves to account.

**Committed**

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

## **Our Model**

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The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

## **The Role**

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As the Administration Officer you will oversee all tasks related to Flexible Support Packages (FSP) including updating client information, assisting with FSP applications, collaborating with external stakeholders, providing staff training, and maintaining program documentation.

Additionally, your responsibilities extend to Fleet and Insurance management, encompassing all fleet related tasks including but not limited to insurance paperwork, supplier review, and generating reports.

Furthermore, the position involves Service Desk Ticket Triage & Reporting, managing routine tickets, monitoring progress, and generating reports on team performance. The financial management duties include preparing funding acquittals, managing vouchers, and maintaining financial records.

Your administration skills will support the wider corporate services team and you will contribute to shared office responsibilities such as reception, office management, in-kind donations management and ad-hoc administration duties.

## Key Accountabilities

Core Responsibilities	Indicators of Success
<b>Client Relationship Management &amp; Flexible Support Packages (FSP) Program Expertise</b>	
<ul style="list-style-type: none"> <li>• Update and maintain client information on SHIP</li> <li>• Assist case managers with FSP applications, variations and submissions, and manage user access in relevant systems</li> <li>• Collaborate with external stakeholders (such as FVREE, Uniting) to resolve FSP-related issues and maintain partnerships</li> <li>• Develop and deliver FSP training to staff, ensuring proficiency and adherence to best practices</li> <li>• Maintain FSP program documentation and reconcile SHIP and brokerage data for acquittals</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and up-to-date client information in SHIP, facilitating effective relationship management</li> <li>• Well-trained staff equipped with the knowledge and skills to effectively manage the FSP program</li> <li>• Seamless onboarding and support for new users, ensuring quick adoption and proficiency</li> <li>• Efficient processing of FSP variations and submissions, enabling timely support for clients</li> </ul>
<b>Fleet and Insurance</b>	
<ul style="list-style-type: none"> <li>• Manage the company fleets, including the management of e-tags, vehicle registrations, logbooks, fines, parking permits, maintenance and repair schedules, and new car and end-of-lease processes</li> <li>• Prepare insurance papers for annual renewal, handle insurance-related claims and queries</li> <li>• Handle fleet and insurance-related tickets and provide recommendations for improvements</li> <li>• Assist in supplier review regarding insurance and fleet providers, ensuring they're competitive and fit for purpose</li> <li>• Generate ad hoc reports for managers as required</li> <li>• Regularly review the current fleet status and insurance providers and provide recommendations for improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Optimised fleet management, ensuring high vehicle availability and cost-effectiveness</li> <li>• Competitive and fit-for-purpose insurance and fleet providers, obtained through thorough supplier reviews</li> <li>• Timely and efficient handling of insurance renewals, claims, and queries, minimizing financial risks</li> <li>• Effective support and training provided to staff at other sites, promoting consistent practices</li> <li>• Insightful ad hoc reports delivered to managers, supporting data-driven decision-making</li> </ul>
<b>Service Desk Ticket Triage &amp; Reporting</b>	
<ul style="list-style-type: none"> <li>• Set up and manage routine tickets (such as supplier reviews, fleets, maintenance) in the ticket system</li> <li>• Assign tickets to appropriate team members based on urgency and priority</li> <li>• Monitor ticket progress and ensure timely resolution by following up with assigned team members</li> <li>• Generate reports on ticket volume, resolution time, trends, and team performance</li> <li>• Identify opportunities for process improvement and make recommendations to enhance service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Timely resolution of tickets, ensuring minimal disruption to operations</li> <li>• High level of user satisfaction with the ticket resolution process</li> <li>• Continuous improvement of service delivery through the implementation of process enhancements</li> <li>• Proactive identification and resolution of recurring ticket issues</li> </ul>
<b>General Office Administration</b>	
<ul style="list-style-type: none"> <li>• Responsible for reception, answering calls and greeting people at Head Office. Ensuring a tidy and professional presentation of reception area.</li> </ul>	<ul style="list-style-type: none"> <li>• Reception area is always professional and presentable.</li> <li>• ICT teams are supported when needed.</li> </ul>

Core Responsibilities	Indicators of Success
<ul style="list-style-type: none"> <li>Stationery ordering when required.</li> <li>Setting up for interviews and meetings in the board room when required</li> <li>Assist with ICT administration tasks such as fob system, IT devices and readiness.</li> </ul>	<ul style="list-style-type: none"> <li>Meetings are booked in with consideration of other events around the office.</li> </ul>
<b>Compliance &amp; Continuous Quality Improvement</b>	
<ul style="list-style-type: none"> <li>Legislative compliance (including but not limited to Child Safety Standards, Social Services Standards, Privacy and Data Protection)</li> <li>Sound understanding of and adherence to Refuge Victoria Policies and Procedures</li> <li>Contribute knowledge in establishing new work-related tasks and procedures.</li> <li>Participate and contribute to organisational continuous improvement process</li> </ul>	<ul style="list-style-type: none"> <li>Internal and external audits demonstrate full compliance with relevant legislation and requirements.</li> <li>Ability to work autonomously in line with Refuge Victoria Policies and Procedures within established worksite directions and plans.</li> <li>Providing feedback when requested above potential new work-related tasks and procedures</li> </ul>
<b>Teamwork and Culture</b>	
<ul style="list-style-type: none"> <li>Liaising with team members to prioritise tasks.</li> <li>Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures.</li> <li>Role model respectful and professional behaviour always including displaying initiative, honesty, fairness, transparency, and accountability in line with Refuge Victoria values</li> </ul>	<ul style="list-style-type: none"> <li>Personal responsibility is evident for team cohesion in holding clients and colleagues in high positive regard.</li> <li>Evidence of participation in team meetings and other forums including professional development, and client activities in a positive, constructive and optimistic frame.</li> <li>Evidence that all interactions with staff and clients are consistent with Refuge Victoria values.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.</li> <li>Abide by Refuge Victoria Code of Conduct</li> </ul>	

## Key Selection Criteria / Position Requirements

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Relevant degree or diploma in business administration, finance, or a related field</li> <li>Proficiency in SHIP system and other relevant software applications</li> </ul>
<b>Previous Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>2+ years of experience in an administrative role, preferably in a client-facing environment</li> <li>Experience with fleet management, insurance, and financial reporting</li> </ul>
<b>Required Knowledge &amp; Skills</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Strong organizational and time management skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Proficiency in MS Office and accounting software</li> <li>• Knowledge of client relationship management and brokerage programs</li> <li>• Problem-solving and analytical skills</li> </ul>
<b>Personal Attributes &amp; Values</b>	<ul style="list-style-type: none"> <li>• Detail-oriented and able to work independently</li> <li>• Adaptable and able to handle multiple tasks in a fast-paced environment</li> <li>• Team player with a positive attitude</li> <li>• Committed to providing excellent customer service and support</li> </ul>

## Our Commitment to Child Safety

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Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

## Our Commitment to Health, Safety and Wellbeing

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Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

**All Refuge Victoria employees are required to:**

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

## Immunisation

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You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria's workforce Immunisation/Screening Policies, in the interests of yourself, all staff, clients and visitors.

## Our Commitment to Inclusion

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Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQIA+

- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

**All Refuge Victoria employees, contractors and volunteers are required to:**

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

**In addition, the responsibilities of managers are to:**

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures
- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to diversity and inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

## **Employment Screening and Required Documents**

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Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

## **Pre-Existing Injury**

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Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

## Employee Position Declaration

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I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

<b>Employee Name:</b>	<b>Signature:</b>	<b>Date:</b>