



POSITION DESCRIPTION

August 2017

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| Position | Brokerage Administrator |
| Program Streams | Family Violence Integrated Services |
| Employment Period | 0.4 EFT fixed term position till November 2017, then 1.0 EFT fixed term position till June 2018 |
| Exemption | VCAT Exemption No. A128/2012 (subject to Equal Opportunity Act 2010) |
| Reports to | Team Leader, Administration and Quality |
| Remuneration | Salary and conditions based on qualifications and experience in accordance with the Women's Health West Enterprise Agreement 2010 level 2, plus 9.5% superannuation. Generous salary packaging options available as per WHW policy. An initial probationary period will apply as part of the employment offer and contractual agreement. |
| Located | Women's Health West, 317-319 Barkly Street, Footscray Vic 3011 |

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The brokerage administrator reports to the administration and quality team leader and is part of the team responsible for providing assistance in flexible support packages to women and children experiencing family violence. This position is responsible for providing a range of operational and administrative services with a particular focus on administration and data entry associated with the disbursement of the flexible support packages. Using excellent interpersonal and organisational skills, this position is responsible for data entry, managing telephone calls, correspondence, and acquittal spreadsheets to support the function. This role involves liaison with a diverse range of people, including WHW staff, representatives from government departments, peak bodies and other organisations delivering services to those experiencing family violence. The ability to manage competing demands and to prioritise tasks and workloads is a requirement of this role. This position is expected to contribute to a culture of collective learning and collaborative work practices, including respectful and positive community within the team and organisation.

Key Result Areas and Responsibility

Administer the purchase process required for WHW's Flexible Support Packages.

- Manage and respond to all inquiries relevant to the administration of the packages and, where appropriate, refer on to the RAMP coordinators or case managers.
- Once applications are approved assist with all aspects of the implementation process through to completion. This includes ensuring all invoices have been processed and/or relevant documentation completed, approved and submitted to finance.
- Respond to queries relating to the supply of items, including those from suppliers.
- Populate the acquittal template when payment to each client is approved, ensuring all payments for each client are included in the one document.
- Reconcile month-end transaction reports provided by finance to ensure payments entered on the SHIP data base and acquittal template match the finance journal ledger.
- Maintain confidentiality regarding workplace practice, information and communication.

Provide administrative support including the maintenance of various database and information systems required.

- Maintain confidentiality on all topics relating to the organisation, service users and colleagues.
- Maintain spreadsheets and applicable databases relating to the allocation of funds for flexible support packages.
- Respond to requests for reports and other written documents, ensuring that all material is accurate and completed in a professional and timely manner.
- Provide other general administrative support to the RAMP Coordinators when required, where this relates to the flexible funding packages.

Contribute to the development and achievement of organisational goals through regular supervision and participation in professional development activities.

- In collaboration with the RAMP coordinators and team leader administration and quality, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Attend relevant training provided by the organisation or outside bodies where appropriate.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Work closely with the finance team to ensure smooth integration of functions.
- Contribute to a culture of collective learning and collaborative work practices, including respected and positive communication within the streams and organisation.
- Actively participate in program, stream and staff meetings and planning days.
- Actively participate in cross-stream mechanisms designed to facilitate links within organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool

Key Selection Criteria

1. Demonstrated experience (at least 3 years) in an administrative support role, preferably in the not-for-profit sector.
2. Well-developed interpersonal and communication skills, with an ability to liaise with a diverse range of people including WHW staff, government officials, service representatives and other communities of interest.
3. Experience in recording and monitoring data and spreadsheets.
4. High degree of competence with a range of software programs from the Microsoft Office suite including Word and Excel and other relevant database systems, including Access.
5. Good writing skills and proven experience in producing documents/reports to a high standard.
6. Well-developed appreciation of the need for confidentiality in regard to the work of WHW, particularly in relation to clients, staff and management.
7. Ability to develop, implement and review effective office systems and procedures.
8. Ability to work independently and with limited supervision.
9. Excellent attention to detail with a high level of professionalism.
10. Ability to work under pressure, manage competing priorities and to meet strict deadlines.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Women's Health West is an equal opportunity employer with VCAT Exemption No. A128/2012.
2. Aboriginal and Torres Strait Islander women, and those who speak languages other than English are encouraged to apply.
3. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position please contact Chanel Elliott on 9689 9588.

To apply for this position, please send your written application addressing the key selection criteria marked 'Confidential' with three nominated referees, including your most recent line manager, to:

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au