

## POSITION DESCRIPTION

### *Service Access and Administration Support*

<b>Position Title:</b>	Service Access and Administration Support
<b>Classification/Award:</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)</i>
<b>Remuneration:</b>	SCHCADS Level 3 (according to experience) including 17.5% leave loading on annual leave, 9.5% superannuation, and access to salary sacrifice
<b>Employment details:</b>	1.6 FTE staffed by two permanent ongoing staff that share responsibilities for service access and administration support at both 161 Chapel St, St Kilda and Alma Road Community House (ARCH), 200 Alma Road East St Kilda. Reasonable combinations of FTE and preferred days of work will be considered.
<b>Position reports to:</b>	Manager
<b>Ordinary location(s):</b>	St Kilda; from time to time the incumbent may be required to work from or be based at other PPCG sites, or service delivery locations.
<b>Date Position Description:</b>	February 2021

### ORGANISATION OVERVIEW

The Port Phillip Community Group (PPCG) is a provider of welfare and support services, community development, financial counselling, recreation, and skills development and pathways to further education and employment in the City of Port Phillip to deliver positive outcomes for individuals and communities. Operating from four main sites in the City of Port Phillip – St Kilda, East St Kilda, South Melbourne and Port Melbourne, in excess of 70 volunteers and staff work in partnership with the community to deliver positive outcomes for all members of the community.

In achieving its vision of ***a fair and just society that values all people***, PPCG uses strengths-based and community development approaches to foster improved quality of life, social inclusion and being a valued member of the community. These approaches empower individuals and communities to take control of their lives in meaningful and sustainable ways.

PPCG provides services to people from a wide range of backgrounds including, culturally and linguistically diverse, who come to us with issues that are often multiple and complex. These include physical, mental health, alcohol and other drug issues

Every year our staff and volunteers provide thousands of food vouchers, meals, food parcels, free telephone calls and telephone cards to those in need. Rent assistance, no interest loans, travel passes, pharmacy vouchers, back-to-school support, and basic healthcare items have helped many more. As well as these emergency material supports, PPCG also provides financial counselling, access to no interest loans, and lodging tax returns, together with thousands of referrals and advocacy to specialist agencies and answers a myriad of inquiries daily.

Around 43% of the people who seek our help are from culturally and linguistically diverse backgrounds – predominantly Russian, Somalian, Vietnamese and Chinese. Those who are vulnerable are often socially excluded. To address this we also provide a range of programs and activities for people who are socially and economically disadvantaged and often in partnership with many agencies.

PPCG is a not for profit company limited by guarantee, and is managed by a Board of Management PPCG overview including Annual Report: [www.ppcg.org.au](http://www.ppcg.org.au)

## **POSITION OVERVIEW**

The Service Access and Administration Support (SAAS) positions are pivotal roles in ensuring all clients, service users and the community are dealt with in a professional, confidential, dignified and friendly manner. The roles are interchangeable and provide the opportunity for varied work sites and whilst both sites are busy there is a different rhythm at each site which allows for a different style and pace of work.

SAAS roles are provided at 161 Chapel Street, St Kilda (leased by PPCG) and the Alma Road Community House (ARCH) located at 200 Alma Road, East St Kilda (owned by the CoPP). PPCG manages ARCH on behalf of the City of Port Phillip (CoPP) and provides a flexible community space where people of all ages and abilities can meet and participate in a range of education, recreation and social activities and programs.

The SAAS roles are the first point of contact for clients, service users and the community. These roles are key in responding to queries and access to PPCG and community services via face to face, phone and email.

These roles work closely with all PPCG staff and in particular on a day to day basis with Information, Referral and Support staff, the community, managers and the PPCG business support officer, to ensure the smooth and cohesive running of PPCG.

## **KEY RESPONSIBILITIES include**

### **General**

- In consultation with the manager maintain and monitor COVID Safe Plans and COVID safety requirements and protection equipment.
- Provide reception and attend to initial enquiries from clients, service users and the public - this includes face to face, online enquiries and phone calls.
- Provide reception support for site staff – this includes forwarding phone calls, emails, mail or other deliveries to site staff.
- Ensure accurate and timely record keeping and data recording associated with clients and PPCG programs in line with all other staff.
- Co-ordinate room bookings for public access and internal, programs and activities.
- Enter and maintain all bookings on Outlook Calendar or other system as agreed.
- Order and maintain office supplies and consumables.
- Undertake police checks for staff and volunteers.
- Attend mandatory training as required and contribute to staff development and supervision.
- Other relevant duties as directed.

### **PPCG 161 Chapel Street, St Kilda**

- In consultation with the manager maintain and monitor COVID Safe Plans and COVID safety requirements and protection equipment.

- Refer clients for triage, immediate and crisis support to Information & Referral Support (IR&S).
- Support IR&S and site staff through receipt of deliveries such as food deliveries.
- Oversee volunteers who may be supporting reception.
- Support the designated manager to maintain and monitor the site and building in consultation and collaboration with site staff.
- Support the designated manager to maintain and monitor the site and building manual in consultation and collaboration with relevant PPCG staff.
- Other relevant duties as directed.

### **ARCH 200 Alma Road, East St Kilda**

- In consultation with the manager and the CoPP maintain and monitor COVID Safe Plans and COVID safety requirements and protection equipment.
- Make and confirm all bookings for programs and activities at ARCH, access to the site, and send out booking confirmations and invoices/receipts.
- Respond to requests for Neighbourhood Ngargees (external street parties) and make and confirm bookings in line with agreement with CoPP.
- Liaise with PPCG finance re booking deposits, and invoices and receipts and record as required.
- Ensure that PPCG, CoPP and other key community information is displayed on notice boards and maintained.
- Liaise with key community groups in relation to the Street Food Pantry externally located at ARCH.
- Ensure that internal signs and information required for ARCH are consistently displayed and maintained.
- Monitor the cleaning and maintenance of ARCH and report issues and repairs to CoPP.
- In consultation with the manager oversee volunteers at ARCH in relation to agreed tasks.
- In consultation with the manager liaise with external organisations in relation to activities at ARCH.
- Support the designated manager to maintain and monitor the site and building manuals in consultation and collaboration with relevant CoPP staff.
- Other relevant duties as directed.

### **OCCUPATIONAL HEALTH & SAFETY**

- In consultation with the manager ensure that both venues comply with OH&S requirements and that the activities undertaken within the venue are done so in a safe manner at all times.

### **PROFESSIONAL DEVELOPMENT AND PERFORMANCE MANAGEMENT**

- Actively participate in relevant professional development activities and individual performance plan and review.

### **KEY SELECTION CRITERIA**

#### **MANDATORY**

- Certificate or Diploma in Business Administration or similar or demonstrated experience.
- Demonstrated experience in administrative procedures and ability to use client databases and Microsoft Office package such as Word, Excel and Outlook.
- Excellent written and oral communication skills.
- Excellent interpersonal skills with a demonstrated ability to relate positively and confidently with a wide range of people – even under pressure.

- Ability to work with people in crisis and with multiple vulnerabilities including mental health and alcohol and other drug issues and complex needs and from a range of backgrounds (e.g. non-English speaking).
- Demonstrated ability to work autonomously, prioritise workloads and meet deadlines.
- Willingness to work within the core values, principles and code of conduct of Port Phillip Community Group and ability to maintain an ethical, yet non-judgemental attitude toward clients and staff.
- Excellent organisational skills and ability to prioritise tasks in a busy environment.
- Strong attention to accuracy and detail.
- Demonstrated ability to maintain confidentiality in all matters.

### **DESIRABLE**

- Knowledge of the community sector, neighbourhood houses, and/or learn locals.
- Knowledge of services in and around the City of Port Phillip or similar areas.
- First Aid or Mental Health First Aid Certificate.
- Victorian Drivers Licence.

### **PERSONAL QUALITIES**

**Resilience:** demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.

**Initiative and accountability:** takes responsibility for actions and proactively implements processes and systems, and addresses issues in a timely and effective manner.

**Empathy and cultural awareness:** demonstrates an interest in and an appreciation of a range of cultures, and actively seeks to understand and effectively address the views and issues of others.

**Continuous quality improvement:** identifies continuous quality improvement opportunities and acts upon this when/where relevant.

**Probation Period: appointment is subject to a satisfactory six month probationary period.**

### **ADDITIONAL NOTES**

- All PPCG staff are employed under the *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)* in conjunction with the National Employment Standards (NES). The NES and the Award are not incorporated into this contract as the employer is already required to provide these terms and conditions to their employee.
- In addition, all employees of PPCG are bound by the properly approved policies and procedures of the organisation, which may be updated and/or varied from time to time.
- Up to date copies of the award, conditions of employment, policies and procedures are available on the shared electronic staff drive of PPCG.
- PPCG is committed to providing and maintaining a working environment which is safe and without risk to the health of its staff and service users. The organisation is a smoke- free workplace.
- Flexible working hours – staff may negotiate their hours of employment between 8:00am and 6:00pm, based on meeting operational needs of PPCG and its service users.

**Offers of employment are contingent upon:**

- A successful reference check (all positions).
- Non-adverse Criminal Record check (all positions) and Working with Children Check.

- Pre-existing injury: a full disclosure of any pre-existing injury (or injuries), illness or other health related issues that may impact the incumbent's ability to perform their role; or that may be affected by employment in this position.
- Fitness for work medical examination (specific positions).
- Holding and maintaining a valid 'Working with Children Check' (all positions).
- Undertake a Department of Fairness, Families and Housing (DFFH) Disability Exclusion Worker Check (specific positions).
- *Some roles may require candidates to undertake psychometric testing prior to appointment.*

PPCG reserves the right to terminate your employment without notice should you be found to have engaged in serious and / or wilful misconduct.

***PPCG is an equal employment opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve and in line with government policies.***

#### **HOW TO APPLY**

Your application should comprise a succinct cover letter which addresses the key selection criteria, together with an up-to-date resume, and send to Rose Paduano via email - [rose@ppcg.org.au](mailto:rose@ppcg.org.au) using the subject line: **Service Access and Administration Support Application.**

**Applications close Monday, 1 March 2021 and must include preferred FTE, preferred days of work and/or other requests, as well as an available start date.**

Prior to submitting an application, please contact Rose Paduano, Manager Service Delivery and Operations, for further information or to discuss your interest in and suitability for this role on 03 8598 6600 or via email: [rose@ppcg.org.au](mailto:rose@ppcg.org.au)

Further information is available at [www.ppcg.org.au](http://www.ppcg.org.au)