

## 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 3.1 including 17.5% leave loading on annual leave, 10.5% superannuation, and access to salary sacrifice
<b>Employment details:</b>	0.8 FTE permanent ongoing role, split between 161 Chapel Street, 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>	CEI and IRS Managers
<b>Ordinary location(s):</b>	St Kilda and East 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>	June 2023

### 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. Operating from three main sites in the City of Port Phillip – St Kilda, East St Kilda 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. Further information about PPCG is available at [www.ppcg.org.au](http://www.ppcg.org.au)

### PPCG VISION, PURPOSE AND MISSION

Our Vision: *A fair, just and inclusive community.*

Our Purpose: *We support individuals, families, and communities to live with dignity and self-determination.*

Our Mission: *We provide responsive services in partnership with individuals, families, and communities to empower people to achieve their goals.*

### PPCG SERVICES AND ACTIVITIES

The PPCG Service Model incorporates a client-centred, open-door policy combined with collaboration and partnerships that build on feedback from key stakeholders and community. Services include:

- Information, referral, advocacy and support including emergency relief and material aid
- Financial counselling, tax help, and no interest loans
- Community engagement and inclusion through social, recreational and well-being groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion, and poverty.



## PPCG VALUES

<b>Respect</b>	We treat all people and each other with dignity and respect.
<b>Equity</b>	We promote fair and equitable access to all our services and resources.
<b>Inclusiveness</b>	We embrace diversity, celebrate difference and encourage participation.
<b>Empowerment</b>	We work with individuals, families and communities to build on their strengths and to achieve their goals.
<b>Accountability</b>	We approach our work in open and transparent ways and encourage feedback to improve our services and resources.

## POSITION OVERVIEW

The Service Access and Administration Support (SAAS) worker is the first point of contact with service users and community members, and is pivotal in ensuring that everyone is responded to in a professional, confidential, dignified and friendly manner.

SAAS roles are provided across two main PPCG sites: 161 Chapel Street, St Kilda and the Alma Road Community House (ARCH) located at 200 Alma Road, East St Kilda. 161 Chapel Street is the main site of key service provision such as Information, Referral and Support, financial services and community engagement. ARCH is a community space where people of all ages and abilities can meet and participate in a range of education, recreation and social activities and programs.

These SAAS 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 Coordinator, to ensure the smooth and cohesive running of PPCG.

## KEY RESPONSIBILITIES include:

### General

- 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 volunteers.
- Attend mandatory training as required and contribute to staff development and supervision.
- In consultation with the designated manager, maintain and monitor COVID Safe Plans and COVID safety requirements and protection equipment.
- Other relevant duties as directed.

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

- 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 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**

- Make and confirm all bookings for programs and activities at ARCH, access to the site, and send out booking confirmations and invoices/receipts.
- Liaise with PPCG finance re: booking deposits, invoices and receipts, and record as required.
- Maintain booking and hire records for reporting purposes.
- In consultation with the manager, liaise with external organisations in relation to activities at ARCH.
- Ensure that PPCG, CoPP and other key community information, including the externally placed Street Food Pantry, is displayed internally or on notice boards and maintained.
- In consultation with the manager, oversee volunteers at ARCH in relation to agreed tasks.
- Maintain and monitor the site, including cleaning and maintenance, reporting issues and repairs to CoPP, safety and compliance standards, and maintain building manuals in consultation and collaboration with relevant CoPP staff.
- Contribute to marketing and promotional activities including social media and local area engagement.
- 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 towards 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 Ruth Krawat via email - [rkrawat@ppcg.org.au](mailto:rkrawat@ppcg.org.au) using the subject line: **Service Access and Administration Support Application.**

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