

POSITION DESCRIPTION

Administration Assistant

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

The Admin Assistant plays a vital role in supporting the Aged Care and Migration & Settlement teams by ensuring effective communication, process management, and capability-building with a trauma-informed approach. This role is key in fostering a safe and supportive office environment, recognising the diverse needs and experiences of both staff and clients. Responsibilities include facility management, where the focus is on maintaining a space that is safe, organised, and welcoming, reflecting our values of respect, connection, and belonging. The Admin Officer, reporting to the Office Coordinator, works collaboratively with internal teams and external stakeholders, ensuring that all interactions are conducted with empathy and sensitivity, in line with our commitment to excellence and trauma-informed practice.

POSITION INFORMATION

Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 3.1
Employment Period	Ongoing
Hours of Employment	Full- time, 38 hours per week or 2 Part- time roles

KEY RESPONSIBILITIES

Reception

- **Reception Duties:** Manage reception with warmth, respect, and attentiveness, creating a supportive environment where everyone feels welcome and valued. Greet visitors and handle inquiries with empathy and professionalism, ensuring the reception area reflects our commitment to connection, belonging, and excellence. Approach each interaction with a trauma-informed mindset, recognizing and responding to potential stressors or challenges faced by visitors.
- **Client Interaction:** Engage with clients in a professional, empathetic, and respectful manner ensuring every client feels valued and supported, particularly those who may be experiencing difficult circumstances.
- **External Communication:** Maintain clear, respectful, and consistent communication with clients to nurture relationships and build trust. Ensure timely follow-ups, gather meaningful feedback, and manage delivery orders with an unwavering commitment to excellence. Integrate client feedback into continuous improvement efforts to enhance Spectrum’s services.

Service Administration

- **Process Documentation:** Develop, document, and maintain clear administrative processes, including referrals and operational procedures, with a focus on clarity and accessibility. Ensure team members are informed and understand these processes, contributing to a supportive and well-organized work environment.
- **Resource Management:** Oversee the allocation and availability of essential resources, including security measures, room signage, and office supplies. Conduct regular audits to ensure resources meet operational needs and support a safe and effective environment.
- **Facility Maintenance:** Manage relationships with suppliers and oversee bookings for necessary maintenance services. Ensure timely and effective maintenance of office spaces and equipment, maintaining a safe and organized environment conducive to trauma-informed care.
- **Fleet Management:** Manage the fleet of vehicles and ensure regular maintenance.

Teamwork & Accountability

- **Internal Communication:** Facilitate clear and supportive communication of program updates, staff availability, and work-from-home (WFH) arrangements, ensuring all team members feel informed and included.
- **Collaboration:** Work closely with internal teams to ensure seamless coordination and support across departments, fostering a collaborative environment that values each team member’s contribution.
- **Accountability:** Manage weekly reports to monitor client interactions, referral sources, and service outcomes, using data to identify trends and areas for enhancement. .

Other tasks

- **Ad Hoc Support:** Provide flexible support to other departments as needed, demonstrating responsiveness and a willingness to adapt to organizational needs.
- **Facility Improvement:** Identify opportunities for facility improvements and collaborate with the Office Coordinator to implement changes, optimizing space usage, improving our environmental impact and updating office furnishings to enhance the work environment.
- **Workplace Safety:** Fire Warden responsibilities, including emergency preparedness, fire evacuation coordination, assisting with safe evacuation routes, ensuring all areas are clear, accounting for personnel at assembly points, and liaising with emergency services during fire incidents.

KEY RESPONSIBILITIES

Quality improvement & compliance

- Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.
- Regularly review processes and facilities to find opportunities for continuous improvement and take actions as required to implement the agreed change.

KEY SELECTION CRITERIA

Qualifications

- Certificate III in Administration, Certificate IV in Business, or similar qualification.
- Experience in a similar administrative role, with strong communication and organisational skills.

Skills & Experience

- Well-developed interpersonal and communication skills with the ability to communicate effectively with a broad range of people facing challenges, including those who have experienced trauma or are in high-stress situations.
- Demonstrated experience providing administration and coordinator support in a service delivery function.
- Proven ability to work independently under direction and as an effective team member to achieve objectives.
- Basic analytical skills and capable of using a range of digital platforms and software.
- Strong time management and organisational skills, with the ability to plan, prioritise, and meet deadlines.
- Knowledge of emergency procedures.
- Experience in the Aged Care sector or Settlement and Family Services is desirable.

Personal Qualities & Behaviours

- **Client focus:** listens, actively seeks to meet client needs, seeks ways to improve services, and committed to delivering high quality outcomes for clients.
- **Team oriented:** works well with others, collaborates and shares information, shows respect for others' feelings and ideas, accommodates the different working styles of others and encourages resolution of conflict within the group.
- **Attention to Detail:** Ensures accuracy and thoroughness in all administrative tasks and reporting.
- **Proactivity:** Takes initiative to identify and address issues before they escalate, and suggests improvements for processes and systems.
- **Integrity:** Maintains a high standard of professionalism and confidentiality in all aspects of work.
- **Lives the values of Spectrum**
- **Language Skills:** Proficiency in Arabic is preferred as it can enhance communication with clients from the communities we serve.

Mandatory Compliance Documents Required for this position

- Clear 'Police Check', within the last twelve months
- Current Working with Children Check card
- Must satisfy all visa requirements for working in Australia.

KEY RELATIONSHIPS

Department

Corporate

Reports to

Office Coordinator

KEY RELATIONSHIPS

External	Clients, suppliers, fleet owners
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KEY SYSTEM AND EQUIPMENT USAGE

- Microsoft Windows Office Suite
- Client Management System

ADDITIONAL INFORMATION

Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
Health Care Worker status	<p>B</p> <p>https://spectrummrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQl-vPFA2T_Ukj_90IUg?e=r64Arg&isSPOFile=1</p>
MARAM responsibility level	<p>Foundational knowledge</p> <p>summary of MARAM responsibilities by role .docx</p>
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisation's Policies & Procedures.

OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

