

Job Description Administration Assistant

Role	Administration Assistant
Agency	Wollongong Emergency Family Housing Inc.
Project	Wollongong Emergency Family Housing Inc.
Location	Wollongong
Award	SCHADS
Agency Website	www.wefh.org.au

Agency Overview

Wollongong Emergency Family Housing Inc. (WEFH) provides assistance to those who are homeless or at imminent risk of homelessness. WEFH is a vibrant busy service and is funded by Family and Community Services through Service Support Funding. The role of our organisation is to fill the current gaps in the homelessness sector. WEFH also provides transitional accommodation for families and individuals in crisis.

We are currently seeking a passionate and dedicated individual to join our Administration Team in Wollongong. WEFH is a family friendly service.

Primary purpose of this role

In this role you will be responsible for being the first point of contact for telephone inquiries, as well as providing a broad range of administrative support functions for WEFH.

The key responsibilities of the role will include *(but not limited to)*:

- Work collaboratively with staff and other service delivery teams to enhance access, effectiveness and quality of service delivery.
- Provide professional reception service to WEFH and Wollongong Homeless Hub (WHH)
- Provide support to the Senior Administration Officer as required, maintaining effective communication at all times.
- Filing, word processing and data entry
- Receive incoming enquiries via telephone, electronic and paper mail or visitors and direct to appropriate programs
- Undertaking reasonable office tasks as directed

Duties and Responsibilities

Administration Assistant duties and responsibilities are to:

Responsibility	Tasks
Reception	<ul style="list-style-type: none"> • Answering incoming enquiries via telephone, electronic and paper mail or visitors and direct to appropriate programs
Support Senior Administration Officer	<ul style="list-style-type: none"> • Undertake Administrative Duties • Attend internal and external meetings as required and take minutes, and distribute as needed. • Advocate for service. • Assist with Sponsors and Donors

Grant Submissions	Researching program items
Governance	<ul style="list-style-type: none"> • Assist Senior Administration Officer with the compiling information and ensuring compliance requirements are up-to-date, completed and submitted in a timely manner. • Assist Senior Administration Officer with AGM requirements including the distribution of membership forms, and the compiling of board member induction packs, regulation and compliance checks and maintaining of board personnel files. • Assist Senior Administration Officer with the Annual Report
Work Health and Safety	Assist Senior Administration Officer with Work Health and Safety requirements
Major Events	Assist Senior Administration Officer with Wollongong Emergency Family Housing Inc (WEFH) major events including marketing.
Social Media and WEFH Website	Assist Senior Administration Officer with monitoring and updating information and post on Facebook and WEFH Website, including responding to messages
Donations	Entering into database and sending thank you email or letter and or certificate
Email	Responding to messages and allocating request to correct staff member
Desktop Publishing	<ul style="list-style-type: none"> • Creating signs and promotional material for events • Updating program flyers
Memberships	Maintaining and updating databases
Stationary	Maintain and order stationary supplies
Other tasks	Shredding, photocopying, filing and typing
Other duties as required	Mutually accepted by both worker and supervisor

Role and Responsibilities

In performing the duties expected of the Administration Assistant the worker will respect the philosophy, aims and objectives of Wollongong Emergency Family Housing Inc. and endeavour to fulfil these.

Training/Education

1. The worker will be responsible for identifying any training needs, skills or knowledge gaps and developing strategies for meeting their own professional development needs, in conjunction with the Manager.

Work, Health, Welfare and Safety

1. The Worker is responsible for contributing to ensure a safe working environment is maintained.
2. The worker will cooperate with all reasonable requests made by staff and management relating to any WH&S matters and will familiarise themselves with the WEFH WH&S and Risk Management Policies and Procedures.
3. The worker is expected to report all identified hazards, risks or concerns as per the WEFH WH&S Policy and Procedures.

Accountability and Team Work

1. The Worker is directly accountable to the Senior Administration Officer of WEFH
2. The worker will participate in staff meetings when required

3. The worker will provide support and assistance to other staff promoting an effective work environment.

Reporting line

- Reports to Senior Administration Officer

Essential requirements

- Certificate 3 in Business Administration (or equivalent) and/or a minimum 3 years relevant experience
- Current drivers licence

Appointments are subject to reference checks and the following pre-employment checks:
Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

Name _____ Witness _____

Signature _____ Signature _____

Date: _____ Date: _____