

**POSITION:** Administration Assistant  
**REPORTS TO:** Living Learning Operations Manager  
**DATE UPDATED:** October 2024

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, MCM is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider MCM's work is focussed on supporting people to take charge of their own lives and participate fully in community life. MCM Group's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Housing; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

Hester Hornbrook Academy is part of the MCM Group. It is a Special Assistance School which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, Hester Hornbrook Academy programs are driven by the personal pursuits of students.

## JOB CONTEXT

Living Learning is a project initially funded through the Partnerships Addressing Disadvantage program with the Victorian Government. Living Learning works with young people who are persistently not in employment education or training (NEET) and who experience mental health conditions. Through the supports offered by Living Learning (mental health supports, Key Worker supports and specialist education supports) the aim of the program is to re-engage young people into Hester Hornbrook, to stabilise their mental health and work with them to achieve positive pathways in their lives. The project outcomes are measured by assessing various cost savings for government and education and health success for the young people.

The MCM Group's practice is underpinned by our Healing Oriented Framework (HOF), an important set of guiding principles developed with the aim of giving MCM Group a shared understanding of the prevalence and impact of trauma and traumatic stress on the health and wellbeing of the people with whom we work.

## JOB PURPOSE

The Administration Assistant supports the Living Learning program to ensure the provision of high level administrative and reporting support to the leadership and program teams. The position will be based at the South Melbourne office, with occasional travel to other MCM and Hester Hornbrook sites.

## JOB OBJECTIVES

### Duties of this role may include but are not limited to the following:

- Provide effective administrative support to ensure efficient operation within service areas.
- Answer and process incoming calls from clients, carers, referral sources and external service providers, as well as general enquiries and reception (as required).
- Assist with the organisation of Living Learning programs, excursions and camps.
- Maintain administration systems, including diaries, records, mail, finance reporting and archiving of records, ordering and monitoring of stationery and kitchen supplies.
- Assist with meeting room bookings using Microsoft Outlook, support with set up of rooms and equipment and coordinate catering as required.
- Support to prepare for meetings and events, including coordination of attendees, preparing agendas and record of minutes, as required.
- Assist in coordination of MCM/Hester Hornbrook fleet vehicles.
- Assistance with administration of other MCM programs outside of Living Learning as required and directed by Operation Manager.
- Attend and participate in Work, Health and Safety (WHS) meetings as required.
- Gather data and prepare reports for more detailed analysis by senior managers.
- Adhere to MCM and Hester Hornbrook policies and procedures.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM and Hester Hornbrook policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Operations Manager of Living Learning or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• Staff from MCM and Hester Hornbrook</li><li>• LL/ Hester Hornbrook students</li></ul>
<b>External Relationships</b>	<ul style="list-style-type: none"><li>• External service providers</li><li>• Members of the public</li><li>• Parents and carers of LL/ Hester Hornbrook students</li></ul>

## KEY SELECTION CRITERIA

### Essential:

- Empathetic and positive approach to the people we support and their needs

- Proven experience in providing administrative support to teams, including experience with clients with complex presentations and vulnerabilities.
- Excellent written and verbal communication skills, with the ability to develop and maintain effective relationships.
- Ability to travel to other offices within MCM and Hester Hornbrook's portfolio.
- Well-developed organisational and time management skills with ability to complete tasks with pressing timeframes.
- Proactive and self-motivated, with the ability to exercise initiative.
- Demonstrated ability to work autonomously and as part of a team.
- Ability to work flexibly and manage competing demands.
- The desire to work in a fast-paced environment with a positive attitude.
- Computer literacy, including proficiency in the Microsoft suite of programs, ability to use electronic recording systems and data management tools.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Stable home internet connection to support the ability to work from home.

**Desirable:**

- A qualification in business administration or related discipline.

**ORGANISATIONAL REQUIREMENTS AND COMMITMENTS****Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.</p>
<b>REPUTATION</b>	<p><b>Doing the Right Thing</b> Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
<b>PEOPLE</b>	<p><b>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work and show commitment to the One MCM Purpose and Philosophy.</p>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

- Together** We are inclusive and accepting of difference.  
We work in highly effective teams and our people are connected across our organisation.  
We engage proactively with others to deliver outcomes.
- Courageous** We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

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**Curious**

We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

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**Open**

We are transparent and have genuine, honest interactions.  
We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

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**Accountable**

We act safely in all our interactions.  
We manage within our financial and resource boundaries.  
We own our outcomes and decisions.  
We are proud of the work that we do.