Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission 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 Melbourne City Mission’s work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; 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.

Disability Services offer tailored support services and products to people with disability and their families. Disability is a dynamic and growing area with the introduction of the National Disability Insurance Scheme (NDIS). People with disability and their families choose the support they need, who will provide it and what price they will pay.

Melbourne City Mission’s disability services are designed and offered within a sustainable business framework and are focussed on customer service and value for money. Identification and measurement of outcomes for the service or product delivered are central to effective and sustainable delivery. Products and services and their price structures are continuously reviewed to ensure ongoing relevance to people with disability, families and carers.

MCM provides several programs tailored to participants with complex support needs. MCM provides high quality, community-based shared accommodation and community support for people with a disability using contemporary principles of person-centred planning/support. The teams support people to achieve their personal goals/aspirations and to actively participate within local communities.

The Administration Assistant provides the first point of contact for our participants, families, and service providers and performs administrative processes related to client referrals, billing, and office operations.
JOB OBJECTIVES

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

- Performing administrative duties according to business operations and policies and procedures.
- Responding and processing enquiries from including but not limited to participants, carers, referral sources (hospitals, general practitioners, specialists, families), other community-based agencies.
- Processing referrals, service agreements, and discharges.
- Performing daily billing for National Disability Insurance Scheme (NDIS) services provided by MCM.
- Accurately processing (including entry, updating and management) of client data and to generate information as requested from the relevant databases.
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- Contributing to service planning, development and implementation in relation to administrative processes.
- Collaborating with peers and colleagues to ensure efficient and effective service delivery and continuous improvement of all systems and services.
- Preparing procedures and documentation relevant to administrative processes.
- Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards.
- To provide backfill relief to other administrative role where required.
- Perform other duties and responsibilities, as directed by the Senior Manager, Community Services 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:

<table>
<thead>
<tr>
<th>Internal Relationships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program support staff and volunteers</td>
</tr>
<tr>
<td>Disability Services</td>
</tr>
<tr>
<td>Corporate Services staff (Properties and Facilities, Organisational Development and Occupational Health and Safety)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External Relationships</th>
</tr>
</thead>
<tbody>
<tr>
<td>NDIS participants and families</td>
</tr>
<tr>
<td>Support Coordinators</td>
</tr>
<tr>
<td>Other service providers</td>
</tr>
</tbody>
</table>
KEY SELECTION CRITERIA

Essential:
- Demonstrated administrative competencies in telephone and reception
- Well-developed interpersonal skills with a commitment to providing exceptional customer service in a challenging environment.
- Effective communication skills including the ability to manage sensitive and confidential information in an effective manner.
- Computer skills in a range of programs including Microsoft Outlook, Word, Excel and client management systems that demonstrate accurate data entry and word processing.
- Financial transaction experience including numeric skills to effectively performing billing and other relevant financial tasks.
- Ability to work autonomously and as part of a team.
- Effective time management and organisation skills.
- 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.

Desirable:
- An understanding and knowledge of the NDIS

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.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

**LEADERSHIP CAPABILITY FRAMEWORK**

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

<table>
<thead>
<tr>
<th>KEY AREA</th>
<th>BEHAVIOURAL CAPABILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PARTNERSHIPS</td>
<td>Customer Focused&lt;br&gt;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.</td>
</tr>
<tr>
<td>PARTNERSHIPS</td>
<td>Influence &amp; Persuasion&lt;br&gt;Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</td>
</tr>
<tr>
<td>PARTNERSHIPS</td>
<td>Collaboration &amp; Cooperation&lt;br&gt;Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</td>
</tr>
<tr>
<td>REPUTATION</td>
<td>Provable Results&lt;br&gt;Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</td>
</tr>
<tr>
<td>REPUTATION</td>
<td>Doing Our Best&lt;br&gt;Follows a ‘right first time’ approach. Sets and expects high standards as a mark of MCM’s reputation.</td>
</tr>
<tr>
<td>PEOPLE</td>
<td>Resilience &amp; Bounce Back&lt;br&gt;Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</td>
</tr>
</tbody>
</table>
PEOPLE

Challenge & Change
Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

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.

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

**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.

**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.