



Team Administrator

Position Description

About the role

The Team Administrator supports a nationwide team (Tenancy Matching Service and Support Coordination Service) who work with people with disability to identify their housing needs and secure funding for Housing and Support. In undertaking these projects, the team delivers community engagement, enquiry support, applications support and report writing. The Team Administrator will support the team to deliver their projects on time and in full.

The Team Administrator will be responsible for ensuring that the team can operate efficiently by supporting project tasks and by assisting in the facilitation of team meetings and administrative tasks.

The Team Administrator will report to the Tenancy Matching Service Lead who will provide direction and support for the work within this role.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as *'job done'* when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

www.summerfoundation.org.au/staff

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Team Administrator
Team	Housing Hub
Direct reports	None
Reports to	Tenancy Matching Service Lead
SCHADS Award Level	Level 3 Range \$65,000 to \$75,000 + superannuation
Status	Full time 1.0 FTE
Location	Melbourne, Sydney, Brisbane and Adelaide
Last updated	May 2022

About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to develop initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub platform to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

Key responsibilities

Administration support

- Support with meeting management, agendas and minute taking
- Management of Google Drive filing system
- Document version control management
- Provide administrative support to the Housing Hub Services Manager
- Provide administrative support to the Support Coordination team as needed
- Provide backup support to the Executive Assistant to the GM
- Other administrative duties as required

Database management

- Data entry into Salesforce for all of your contacts, as well as for team members when lists need to be entered
- Manage the spreadsheets of all tenants with offers, keeping this up to date at all times
- Generate reports out of the Salesforce CRM for the Housing Hub Services Manager, Project Managers and Customers
- Compile reporting dashboards and packs for management

Project support

- Support team intake and enquiry lines and email addresses where needed
- Draft project documents or templates
- Development of reports in relation to projects
- Assistance with project establishment through CRM and other recording management
- Data analysis as required

General

- Other duties as requested by Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to COVID19 Vaccination and National Criminal History check or NDIS Workers Screening Check

Qualifications, skills & experience

Qualifications

- Diploma of Business Administration or relevant qualification

Skills & experience

- At least 5 years experience in administration roles
- Experience in working within databases (CRM)
- Experience with document control and file management
- Maintains confidentiality
- Responding to external enquiries promptly and professionally
- Ability to complete tasks efficiently and fully
- Ability to take initiative to identify what else can be done
- Developing a workplan and implementing
- Taking minutes and actions points
- Maintains positive relationships across the organisation
- Knowledge of Business Operations
- Database use
- Advanced knowledge of Microsoft Office Suite and Google Drive and Google Presentations
- Confident ability with building relationships within the sector

- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Core capabilities

Decision Making

- Uses sound judgement to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks
- Shows concern for all aspects of the job and follows up on work outputs

Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort
- Maintains high level of productivity and self-direction

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Adaptability

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

Planning and Organising

- Plans and organises tasks and work responsibilities to achieve objectives
- Sets priorities
- Schedules activities
- Allocates and uses resources properly

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

Summer Foundation Principles

The Summer Foundation’s principles include:

working as a team | We understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our ‘why’. Our ‘Why’ is central to our strategy, decision making and actions.

working authentically | Young people living in residential aged care or those at risk are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Employee

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Signature

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Print name

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Date

Manager

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Signature

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Print name

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Date