

**Foster Care Association of Victoria
Position Description**

Position Title:	Office Manager	Date:	March 2021
Department / Location:	Level 1, 398 Smith Street, Collingwood VIC 3066	Prepared by:	Office Manager/ CEO
Reports to:	Chief Executive Officer		

1. ORGANISATIONAL CONTEXT:

The Foster Care Association of Victoria is the peak body for Victorian foster carers. Established in 1992, we are a not-for-profit organisation working towards better outcomes for foster carers and the children and young people in their care.

Foster care is the backbone of the Victorian response to protective intervention for children and young people at risk. Foster carers are the volunteers providing a home, family life and care to children and young people who are unable to live with their birth family for a variety of reasons. All of these children have suffered traumatic events and the role of our foster carers is critical and complex.

The Foster Care Association is here to provide information, support and advocacy directly to all Victorian foster families.

Our work directly impacts the care provided to the thousands of Victorian children and young people in foster care by providing:

- Carer Information Support Service hotline - free, independent advice and support to foster carers over the phone.
- Advocating on behalf of foster carers to government, their agencies and in the community.
- Community building - as the only centralised body for all foster carers in the state; providing forums, training and carer events.
- Providing carer news and updated information through our comprehensive website, regular newsletters and e-news.
- Training for carers.

The Foster Care Association represents over 4,000 foster carers across Victoria. In tandem with one-to-one support we provide to individual foster carers, our role as a membership Association is to advocate for vital improvements to the foster care system.

The Foster Care Association is mandated to strengthen Victoria's investment in greater recognition, respect and resources for foster carers, the volunteers who every day and every night make a difference in the lives of Victoria's children and young people.

2. POSITION SUMMARY

The Office Manager position is responsible for ensuring the office functions optimally, provides support the Chief Executive Officer and Board, as well as the Organisation with its administrative needs. The Office Manager reports to, and takes direction from the Chief Executive Officer.

The position objectives are to:

- Ensure the office functions optimally, managing office and building “housekeeping” and maintenance
- Design and maintenance of administrative computer systems
- General administration duties, responding to calls, emails and filing
- Ordering requisites and building relationships with suppliers
- Overseeing budgets for the purchase of office equipment and supplies, and petty cash
- Support HR functions including staff recruitment, induction and leave requests
- Provide support the Chief Executive Officer and Board
- Provide support for new initiatives and ensure specific projects are resourced
- Database administration, create reports, prepare data for reporting and analysis
- Participate in FCAV’s Reconciliation Action Plan.

- **Key Selection Criteria:**

Demonstrated knowledge and experience

- Proven experience in an office management or senior administrative role
- Executive Assistant support to the Chief Executive Officer and Board of Directors
- Advanced use of Microsoft Office programs
- Attention to detail, organisational skills and ability to prioritise tasks
- Managing Occupational Health & Safety Requirements
- Support HR functions including staff recruitment, Induction and Exit procedures.

Interpersonal skills and attributes

- Clear and friendly written and verbal communication skills
- The ability to be able to work across a number of different areas
- Excellent time management and organisation skills
- Meticulous writing and editing skills
- Ability to problem-solve and work under pressure
- Ability to work unsupervised and as part of a team.

3. Qualifications

Relevant qualifications desirable. A minimum of 5 years’ experience working for a small to medium-sized Organisation in an administrative or office manager role desired.

Area	Key Responsibilities
1. Office Management	<ul style="list-style-type: none"> • Ensure the office functions optimally, managing office and building “housekeeping” and maintenance • General administration duties such as responding to calls, emails and filing • Preparation of appointments and meetings, agenda creation and minute-taking • Design and maintenance of administrative computer systems including directory files, records, contacts and server backup arrangements • Maintain office equipment including computers, phone systems and internet, liaise with contracted Information Technology services • Ordering requisites and building relationships with relevant suppliers • Overseeing budgets for the purchase of office equipment and supplies, petty cash and invoice processing in conjunction with the Chief Executive Officer and Finance Officer.
2. Occupational Health & Safety	<ul style="list-style-type: none"> • Manage the Organisation’s Occupational Health & Safety Requirements • Conduct 6 monthly OH&S Assessments including staff workstation ergonomic checks • Manage Emergency Evacuation Procedures, ensuring there are 2 certified First Aid Attendants and 2 Fire Wardens • For all incidents and near misses, ensure the OH&S Incident Form is completed and refer to Worksafe reporting criteria.
3. Human Resource Management	<ul style="list-style-type: none"> • Support HR functions including staff recruitment, Induction and Exit procedures • Provision of support to CEO for recruitment processes including managing applicant procedures, coordinating interviews and induction of new staff (preparation of workstations, orientation and documentation) • Support to staff including processing leave requests, maintaining staff records and providing EAP and Salary Packaging information.
4. CEO/Board Support	<ul style="list-style-type: none"> • Executive Assistant support to the Chief Executive Officer and Board of Directors • Provision of support to CEO for recruitment/election processes for Board of Directors including orientation and induction manuals • Maintenance of administrative files and preparation of correspondence as required • Schedule Board Meetings and circulate Meeting Papers • Event coordination and planning for the Annual General Meeting • Other duties as requested by the Chief Executive Officer and Board of Directors.

5. Reporting	<ul style="list-style-type: none"> • Database administration, data integrity and analysis • Prepare data for the CISS mid-year and Annual Reports • Tracking and reporting of the FCAV Operations Plan and Reconciliation Action Plan.
6. New initiatives/ Projects / Events	<ul style="list-style-type: none"> • Provide support for new initiatives, forums and events as required, including coordinating the annual Carer Celebration in Conjunction with the AGM • Ensure specific projects are planned, tracked and resourced.
7. Teamwork	<ul style="list-style-type: none"> • Participate as a member of the FCAV team • Participate in team activities and meetings • Willingness to work in a cooperative and helpful manner with other team members • Participate in supervision with CEO.
8. Reconciliation Action Plan	<ul style="list-style-type: none"> • Engage in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements; • Engage in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols; • Support and promote Aboriginal and Torres Strait Islander histories, cultures and achievements to recognise and respect the contributions that Aboriginal and Torres Strait Islander peoples make to our country and society.