

Operations Officer - Southern Region - Alice Springs

Employer: Victims of Crime NT

Work Type/s: CasualPart Time

Classification/s: Administration Operations and Risk Management

Sector/s: Not For Profit (NFP)

Location: Regional NT

Job posted on: 9th July 2019

Remuneration: Social, Community, Home Care and Disability Services Industry Award 2010, Level 3. Salary sacrifice is available

Type of Position: Part time/Casual (to be negotiated), 12 hours/week

Purpose of the Role: To provide operational support to programs operating from Alice Springs, covering the Southern Region.

Organisational Environment:

Victims of Crime NT Inc. (VoCNT) is a community organisation, established in 1995 to support victims across the Northern Territory who are affected by crime. Our aim is to assist people to recover, restore and rebuild their lives through the provision of a range of support services. VoCNT also advocates for victims through community education and by ensuring public and government awareness of the needs of victims of crime.

Victims of Crime NT operates in accordance with its Mission Statement, Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Operations Officer, Southern Region reports to the Coordinator, Southern Region, and works collaboratively with all staff and volunteers. The position is based at 4/15 Leichhardt Terrace, Alice Springs. Organizational vehicle is available during business hours. Occasional use of own car may be required and will be reimbursed as per the award. The organisation offers a supportive team environment and is committed to flexible workplace practices.

Key Responsibilities:

Provide end to end assistance to clients accessing the Clean up and Resecure (CRP) and Security Improvement Programs (SIP) under the Safe At Home Initiative

Provide end to end assistance to businesses accessing the Business Resecure Program

Provide administrative support to ensure the smooth operation of the Alice Springs office.

Duties

Act as reception and first point of enquiry for VoCNT Alice Springs, at all times providing a warm and welcoming response

Maintain a clean and tidy reception area and surrounding space

Maintain stationery supplies and office equipment needs

Follow up on Brios and SupportLink referrals daily, in conjunction with team members

Follow procedures to arrange financial assistance for residential and business clients: ensuring eligibility, arranging quotes, contacting suppliers, following up on documentation to progress cases

Assist with home security assessments on residences and the provision of reports

Promote the availability of other VoCNT programs to clients where relevant

Enter all client data and each contact detail into the CDS database in a prompt manner

Liaise with and maintain relationships with suppliers, ensuring they have a commitment to working with vulnerable people

Follow up on any outstanding work/client action to ensure cases are completed or closed within two months

Qualifications, Professional Memberships, Experience:

2 years experience working in the community sector

Minimum Certificate Level qualification in Community Services, Business Administration or related discipline.

Other Requirements:

Drivers license

Ochre card and Police check

Key Selection Criteria:

Demonstrated client service skills, including the ability to exercise sound judgement and maintain confidentiality

Proficiency in the Microsoft Office suite of programs

Ability to show initiative, work independently and as part of a team

Excellent oral and written communication skills, and the ability to build effective relationships with a range of stakeholders

Well-developed time management, organisational skills and attention to detail

Ability to interact effectively and sensitively with victims of crime and people from diverse cultures

How to apply for this job

Please apply by sending a cover letter addressing the selection criteria and outlining your suitability for the role (max. 2 pages), along with your resume to Mel Fleming - ceo@victimsofcrime.org.au, using the subject line: **Confidential: Operations Officer, Southern Region application via EthicalJobs.**

Enquiries can be made by phoning Mel Fleming or Mandy Pearce on 08 8941 0995.