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| Position title: | Housing Admin Support Officer | Times: | Minimum 3-7 hours per week |
| Report to: | Housing Services Team Leader | Location: | Auburn |

About Settlement Services International (SSI)

Settlement Services International (SSI) is a leading community-based not-for-profit organisation that provides a range of services in the areas of refugee settlement, asylum seeker assistance, housing, multicultural foster care, disability support and employment services in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

At SSI, we value:

- Social justice - Equity and access for all
- Diversity - Respecting diversity and being non-discriminatory
- Compassion - Caring, empathy and respect for the dignity of others
- Respect - Co-operation and mutual respect

In delivering our services, we value:

- Quality - Dynamic, flexible and responsive service
- Ethics - Professional practices and accountability
- Innovation - Commitment to partnerships and excellence

Purpose:

SSI's Housing Services provide housing assistance to refugees, humanitarian entrants, and people seeking asylum once they arrive in NSW. The Admin Support Officer will assist the Housing Division with its administrative needs. Duties may include making and receiving phone calls, receiving and directing visitors, word processing, updating spreadsheets, scanning, and filing.

Specific duties and responsibilities:

Duties could include one or a combination of the following:

- Provide admin support to the Humanitarian Settlement Services - Housing Division to meet the needs of the program
- Assist with correspondence such as emails, letters and/or mail outs
- Support receptionist services, including greeting and assisting visitors, answering and directing calls and responding to enquiries
- Assist with general office duties including filing, photocopying and scanning
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the HSS Housing Team Leader, or delegate

Skills, Knowledge & Experience:

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|---|--|
| Mandatory Checks: | Working with Children Check <input checked="" type="checkbox"/> Police Clearance <input checked="" type="checkbox"/> <i>In addition, for volunteers using own cars:</i> Drivers Licence <input checked="" type="checkbox"/> Comprehensive Car Insurance <input checked="" type="checkbox"/> Car registration <input checked="" type="checkbox"/> |
| Skills, knowledge and expertise: | <ul style="list-style-type: none"> • Excellent communication skills, outgoing and friendly nature • Ability to respond to visitors needs in a warm, caring, and empathetic way • Good computer skills • Experience in admin support |
| Desirable Experience | <ul style="list-style-type: none"> • Previous experience in working with people from Culturally and Linguistically Diverse (CALD) backgrounds, • Background working in Property management or Housing service • Proficiency in either Arabic or Farsi |

Benefits:

Reimbursement: Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses.

Training: Volunteers will be provided with access to SSI's flexible, extensive and innovative training program.

Being a member of the SSI Community: Volunteers will be kept up to date with all of SSI's important news, events and opportunities.

Authorisation:

Volunteer Name _____

Volunteer
Signature _____ Date _____

Volunteer Program Signature _____ Date _____