

**POSITION:** Work Health and Safety Administrator  
**REPORTS TO:** Work Health and Safety Business Partner  
**DATE UPDATED:** April 2024

## ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

## JOB CONTEXT

The People Quality & Safety team provides leadership in the development of HR strategies and practices that position MCM as an employer of choice in the sector. The team provides expertise, leadership and support to MCM's operational programs across a range of areas including:

- payroll, superannuation and salary packaging administration
- staff attraction and retention
- learning and development
- industrial/employee relations and enterprise bargaining
- workplace health and safety and WorkCover
- coordination of HR information systems and workforce reporting
- performance management
- workforce planning
- organisational culture
- legislative compliance and policy development

## JOB PURPOSE

The WHS Administrator provides support, advice and assistance to the wellbeing strategies and initiatives across the organisation.

## JOB OBJECTIVES

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

- Contribute to the development and maintenance of WHS systems, policies and procedures and WHS related forums. Manage the upload of these documents in line with document and data control requirements on Connect
- Provide administrative support in relation to the WHS portfolio, taking of minutes, maintain records, preparing management and executive reports, facilitating supplier relationships
- Assist in the preparation of the annual safety calendar with safety events/safety acknowledgements, in consultation with communications and WHS Business Partner. Also undertake safety audits within the organisation.
- Contribute to the development of strategic initiatives that support the health and wellbeing of employees including increasing awareness and engagement in the implementation of health and wellbeing initiatives
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensuring services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Administer arrangements in relation to WHS related training programs including procuring group programs, overseeing registrations and records management of attendance
- Performing other duties and responsibilities, as directed by the Workplace Health and Safety Business Partner or delegate.

#### POSITION AUTHORITIES

|                        |     |
|------------------------|-----|
| Direct reports:        | NIL |
| Indirect reports:      | NIL |
| Operating expenditure: | NIL |
| Capital expenditure:   | NIL |

#### 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:

|                               |   |
|-------------------------------|---|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• People, Quality &amp; Safety staff and leaders</li> <li>• MCM Divisional leaders and managers</li> <li>• Divisional WHS representatives and committee members</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Training providers and specialists</li> </ul>  |

- The ability to build and maintain effective relationships with both internal and external stakeholders is a vital component of this role.

## KEY SELECTION CRITERIA

### Essential:

- Demonstrated WHS experience or relevant WHS qualification
- Demonstrated ability to develop and implement wellbeing and safety initiatives
- Ability to use MS Office programs and web based information systems proficiently
- Good written and report writing skills
- High level interpersonal skills with a strong customer service focus and capacity to follow tasks through to completion
- Ability to build and maintain positive relationships, and communicate with people of diverse backgrounds and abilities
- Strong communication and negotiation skills and a proven ability to identify and engage with relevant stakeholders to achieve outcomes
- Organisational and time management skills

### Desirable:

- Experience in a WHS related role with health & wellbeing project experience
- Presentation and or facilitation skills in delivering information to groups
- Knowledge of community and/or human services sectors an advantage

## 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 Work Health & Safety regulations as an employer.

As an employee, you also have Work Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Work 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:

| KEY AREA            | BEHAVIOURAL CAPABILITIES  |
|---------------------|---|
| <b>PARTNERSHIPS</b> | <p><b>Customer Focused</b><br/>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.</p>                          |
| <b>PARTNERSHIPS</b> | <p><b>Influence &amp; Persuasion</b><br/>Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>                                  |
| <b>PARTNERSHIPS</b> | <p><b>Collaboration &amp; Cooperation</b><br/>Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>                                    |
| <b>PARTNERSHIPS</b> | <p><b>Resolves Disagreements</b><br/>Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.</p>   |
| <b>PARTNERSHIPS</b> | <p><b>Credibility &amp; Integrity</b><br/>Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p> |
| <b>REPUTATION</b>   | <p><b>Provable Results</b><br/>Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>   |

|                   |   |
|-------------------|---|
| <b>REPUTATION</b> | <b>Disrupting Disadvantage</b><br>Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.   |
| <b>REPUTATION</b> | <b>Spreading the Word</b><br>'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.   |
| <b>REPUTATION</b> | <b>Doing the Right Thing</b><br>Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort. |
| <b>REPUTATION</b> | <b>Doing Our Best</b><br>Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.  |
| <b>PEOPLE</b>     | <b>Resilience &amp; Bounce Back</b><br>Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.                  |
| <b>PEOPLE</b>     | <b>Wins Hearts &amp; Minds</b><br>Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.                             |
| <b>PEOPLE</b>     | <b>Builds Capability &amp; Realises Potential</b><br>Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.              |
| <b>PEOPLE</b>     | <b>Challenge &amp; Change</b><br>Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.                                      |
| <b>PEOPLE</b>     | <b>Safety First</b><br>Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.                     |

## 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.

---

|                    |  |
|--------------------|--|
| <b>Courageous</b>  | <p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>                                   |
| <hr/>              |  |
| <b>Curious</b>     | <p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>  |
| <hr/>              |  |
| <b>Open</b>        | <p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>      |
| <hr/>              |  |
| <b>Accountable</b> | <p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p> |