Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Support Services Administrator
Directorate / Service / Program	Finance and Infrastructure / Infrastructure and Support Services
Reports to	Leader Support Services
Location	Geelong & Colac
Classification	Social, Community, Home Care and Disability Services Industry Award Level 3
Date Revised	March 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Support Services Administrator is a frontline role responsible for creating a safe, welcoming and professional first point of contact for all people engaging with Meli. Working with diverse community members, including people experiencing disadvantage, stress or the impacts of trauma, the role requires calm, compassionate engagement and the ability to respond confidently to distressed or heightened clients using de-escalation and safety procedures.

As the primary access point to Meli services, the Support Services Administrator supports client intake, appointment coordination and service navigation, helping to reduce barriers and ensure continuity of care. The role upholds high standards of confidentiality, accuracy and professionalism, with meticulous documentation contributing to client wellbeing, risk management and organisational quality.

Beyond client facing- responsibilities, the position supports the smooth, safe and efficient operation of the site by overseeing key aspects of building access, shared spaces, workplace resources and safety system. Given the dynamic and continually shifting nature of service needs, the role adapts to changing priorities and emerging operational requirements. It also contributes to broader operational processes and administrative functions that enable staff to deliver services effectively.

Through proactive problem solving, strong communication and active participation in supervision and team activities, the Support Services Administrator contributes to a safe, efficient and supportive site environment. This is a role that requires professionalism, emotional intelligence, sound judgement and a commitment to high quality client service.

Key Accountabilities

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

- Deliver a professional, client centred support service by maintaining a welcoming, safe and quality focused environment, ensuring all clients, staff and visitors feel supported and respected from the moment they engage with Meli.
- Provide an empathetic first-point-of-contact support across in-person, phone and email channels, responding promptly, confidentially and with a solution-focused approach while assisting with client intake, appointments and service navigation.
- Offer immediate, calm and safety focused assistance to clients who are distressed or heightened, using de-escalation methods, following crisis-response procedures and escalating concerns to appropriate staff without delay.
- Ensure all client and safety critical information is accurately recorded in relevant systems, including enquiries and incident reports, to support continuity of care, risk management and quality practice.
- Coordinate daily support services operations and uphold building access, security and safety requirements
- Support and implement building access and staff identification processes in line with organisational procedures, ensuring accuracy and compliance, while operating under leadership oversight and direction for key decisions.
- Coordinate office administration functions to maintain an organised, efficient and service-focused workplace environment.
- Maintain operational registers and safety-related records, ensuring accurate tracking and timely escalation of site safety matters.
- Support the smooth operation of fleet services by coordinating vehicle bookings, maintaining processes and collaborating with the Fleet team to troubleshoot issues and enable smooth fleet operations.
- Provide administrative support across organisational processes ensuring accurate and compliant handling of documentation and requests and to enable timely and efficient service delivery.

- Engage in ongoing supervision, communication and continuous improvement activities, participating in team meetings, contributing ideas to enhance reception and client service processes and supporting strong team connection.
- Participate in training and development activities that build capability in client engagement, safety procedures, de-escalation, systems use and operational processes, ensuring the role is equipped to respond confidently and effectively as described

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Qualification in Business Administration, Community Services, or equivalent experience providing frontline or reception-based services.
- Demonstrated experience or transferable skills in engaging with diverse clients, including the ability to respond calmly, professionally and appropriately to escalated, distressed or complex situations.
- Strong communication and interpersonal skills, with the ability to provide compassionate support while maintaining clear, professional boundaries.
- Ability to build effective working relationships with clients, staff and external stakeholders and apply sound judgement to support safety and wellbeing.
- Proficient in the use of Microsoft Office and client information systems, with strong organisational skills, initiative and adaptability to manage workload.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees and stakeholders at all organisational tiers
- Clients and community members
- Contractors and suppliers
- External agencies and professionals
- Funding bodies

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs *(Reasonable adjustments can be made)*	Sometimes
Driving, in & out of vehicles (*If driving is required, must hold current Victorian Driver Licence)*	Rarely
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Rarely
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
Attending external locations including client homes	N/A

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	**Signature:**	**Date:**

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.