



St Vincent de Paul Society
good works



VincentCare
Engage. Enable. Empower.



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EMPOWERING VICTORIANS

Making someone stronger, in control of their life and reclaiming their rights



VISION

The Society aspires to be recognised as a caring Catholic charity offering "a hand up" to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny.

MISSION

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society. VincentCare Victoria's mandate:

VincentCare Victoria was established in 2003 to extend the Christian mission of the St Vincent de Paul Society by supporting people experiencing homelessness and providing care, hope and advocacy for the most disadvantaged Victorians. Its purpose is to create opportunities and lasting change for the most marginalised.

VALUES

COMMITMENT - Loyalty in service to our mission, vision and values

COMPASSION - Welcoming and serving all with understanding and without judgement

RESPECT - Service to all regardless of creed, ethnic or social background, health, gender, or political opinions

INTEGRITY - Promoting, maintaining and adhering to our mission, vision and values

ADVOCACY - Working to transform the causes of poverty and challenging the causes of human injustice

COURAGE - Encouraging spiritual growth, welcoming innovation and giving hope for the future

EMPATHY - Establishing relationships based on respect, trust, friendship and perception



OUTCOMES FOCUSED



VALUES DRIVEN



OPERATIONALLY EXCELLENT



COMMERCIALY SMART

ST VINCENT DE PAUL SOCIETY VICTORIA

Position Description

Job Title	NILs Administration Assistant
Reports to	NILs Manager
Department	Membership and Special Works (based in Geelong)
Direct/Indirect Reports	None
Date Revised	June 2025

Position Summary

St Vincent de Paul Society Victoria No Interest Loans (NILs) provides small loans with no interest or charges to allow people on low/limited incomes to purchase essential goods and services. This position is pivotal to providing a strong base for the successful operation of the Society' NILs Program.

The NILs Administration Assistant plays a key role in the successful day-to-day delivery and operations of the No Interest Loans (NILs) program across Victoria. This role provides operational and administrative support to the NILs Manager and NILs Volunteer Coordinator, ensuring effective and client-focused loan delivery. The role assists with delivering financial wellbeing programs and contributes to process improvements, service promotion, and support stakeholder relationships.

Position Key Responsibilities

Contribute to Organisational Culture	- Embrace and promote the mission, values, and Catholic ethos of the St Vincent de Paul Society. - Demonstrate empathy, compassion, and respect in interactions with clients, colleagues, and volunteers. - Participate actively in team meetings, training sessions, and internal events. - Promote a culture of inclusion, collaboration, and continuous improvement.
Program Support and Administration	- Provide high-quality, confidential, and respectful customer service to clients. - Support the loan delivery cycle: application intake, interview scheduling, participation in assessments, and managing loan disbursement and repayments. - Maintain accurate data in the loan management system and follow processes required by the Society. - Support process compliance and operational procedures. - Follow up on missed repayments and refer clients to internal or external support services as appropriate. - Administer Centrepay and direct debit arrangements. - Participate in program evaluation, surveys, and client feedback initiatives.



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Position Key Responsibilities	
People Support	• Under the guidance of the NILs Manager, provide day-to-day support to NILs volunteers, including training and general assistance. • Act with professionalism and responsiveness in dealing with team members and clients. • Build and maintain cooperative relationships with Society staff and external stakeholders. • Attend and contribute to relevant meetings with stakeholders and partners.
Workplace Health and Safety	• Follow all health and safety procedures and take reasonable care for your own wellbeing and that of others. • Identify and report hazards within the required timeframe using the organisation's incident reporting system. • Assist in the management of everyday risks in accordance with policy. • Ensure confidentiality and security of client and volunteer information.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.

Key Selection Criteria
Qualifications • Certificate IV in finance, accounting, administration or a related field (desirable).
Knowledge & Experience • Experience in a financial or administrative support role, preferably in a community or not-for-profit setting. • Basic knowledge of loan or financial wellbeing services and systems, including handling payments and reconciliations.
Skills • High-level administration and data management skills. • Well-developed written and verbal communication. • Excellent interpersonal, problem-solving and collaboration skills. • Strong computer proficiency, including Microsoft Office and loan or CRM platforms. • Ability to work independently with initiative and also contribute to a team.
Personal Attributes • Client-focused, professional, and ethical approach. • Respect for diversity and inclusion.



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- Strong attention to detail and time management.
- Open to change and improving ways of working.

Wellbeing, Health and Safety

Child Safety Statement

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



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