



Administration Application Package

Thank you for your interest in applying for the Administration Services position with The Family Centre. The position description is included below and additional information about our organisation can be found on our website www.thefamilycentre.org.au

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description
- Include a detailed resume with education & employment history
- Provide two referees with current contact details

Email applications will be accepted.

Email: recruitment@thefamilycentre.org.au

Applications close 4.30pm, Monday April 17, 2017

Please address all hard copies of applications to:

The Executive Director - Confidential

The Family Centre

PO Box 6301

Tweed Heads South

NSW 2486

For further information regarding the position please contact:

Margie Lemmon (07) 55248711 or margiel@thefamilycentre.org.au



POSITION DESCRIPTION – Administration

Position Title: Administration
Award: SCHCADS Award
Award classification: Level 3
Hours of duty: Up to 28 hours per week (12 month contract)
Reports to: Manager Business Services
Location: Based in Tweed Heads

Our Role

The Family Centre is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW. Our programs encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: child and family, young people & family relationships

Our activities include:

- Information, referral and goal planning
- skill development and education
- community engagement and development activities

Our values and practice principles inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

Our activities are designed to:

- improve relationships
- increase safety
- increase parenting skills
- increase wellbeing
- increase personal effectiveness
- increase connections
- increase community capability

Position objectives:

- Provide support to the Manager Business Services and wider staff team with all aspects of the organisation's administration and financial functions
- Provide point of contact assistance to members of the public enquiring about or accessing The Family Centre
- Ensure all duties are performed in accordance with the organisation's

policies and procedures

Key Responsibilities:

- Front Office Reception
- Answer all incoming calls – distribute calls, take messages
- Greet all visitors / clients ensuring they are logged in & out at reception
- Notify staff members / co-locators of client appointment arrivals
- Ensure all service enquiries are passed directly to the “intake” system
- Maintain contact records
- Maintain attendance records
- Client Service
- Coordinate client bookings and staff resources for child minding
- Ensure that client areas, including interview rooms and training rooms, are clean and tidy so to maintain a professional image for the centre
- General financial & administrative duties
- Data entry as required
- Oversee bookings for meeting rooms and vehicles
- Coordinate bookings and control over loan IT equipment
- Coordinate allocation of workspaces for students and volunteers
- Collect & distribute mail
- Prepare correspondence
- Photocopying / Faxing as required
- Maintain records & files
- Equipment and property maintenance
- Purchasing – Stationery; Staff Amenities; Training requirements

Other general administrative duties as directed by the Manager Business Services

Professional Development Responsibilities:

- Attend appropriate staff training and development relevant to the position as approved by the Team Manager
- Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and clients
- Actively participate in team meetings, peer support and appraisals, regular service planning / review and supervision process with fellow team members
- Attend regular supervision meetings with Team Manager
- Adhere to the relevant standards, policies and procedures of The Family Centre

Administration:

- Maintain service records
- Participate in professional development programs and staff meetings
- Actively participate in regular service and program planning, development, review and evaluation processes to contribute to continuous improvement
- Maintain and submit administrative (e.g. time sheets and travel reimbursement claims) documentation in an accurate and timely manner
- Participate in organisational projects as negotiated with Manager Family Services and the Executive Director

Selection Criteria:

1. Qualification – Certificate 3 Business Administration or minimum 3 years' experience in a similar role
2. Demonstrated high level of computer literacy including the use of Microsoft Word, Excel, and Outlook, with high level data entry speed and accuracy
3. Demonstrated experience with multi-line telephone systems
4. Demonstrated experience meeting deadlines and ensuring high levels of accuracy
5. Well developed interpersonal, written and oral communication skills
6. Proven ability to work independently and as part of a team
7. Current Drivers Licence
8. A willingness to undertake a criminal record check and a Working with Children check