



Administration Worker – Trainee

Application package

Thank you for your interest in applying for the Administration Worker - Trainee position with The Family Centre.

The position description including selection criteria is included below and additional information about our organisation may be found on our website at 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 resume with education & any employment history (if applicable); and
- Provide two referees with current contact details

Please note: applications not addressing the selection criteria will not be considered.

Please email applications to recruitment@thefamilycentre.org.au

Applications close 4.30pm Tuesday 6th April 2021

For further information regarding the position please contact Margie Lemmon, Director Finance & Business Services on (07) 5524 8711 or recruitment@thefamilycentre.org.au

Administration Worker - Trainee

Position Title	Administration Worker - Trainee
Organisational Unit	Business Services
Award	SCHCADS
Award classification	Level 1
Capability framework	Level 1
Reports to	Director Finance & Business Services
Appointment status	Permanent
Probationary period	6 months
Hours	Up to 35hrs pw
Base location	Tweed or Ballina offices

The Family Centre provides programs that 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

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' Licence
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Key Relationships

Key internal relationships	Key external relationships
TFC Directors Senior & Program Managers Volunteer & Comms & Design Co-ordinators Other TFC staff Volunteers	Suppliers Co-locators Participants

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
1. Front office reception	1.1. Answer incoming calls – distribute all calls, take messages & undertake referrals where appropriate 1.2. Manage calls for multiple sites and extensions 1.3. Greet all visitors, ensuring they sign in and out at reception 1.4. Notify staff and/or co-locators of participant appointment arrivals 1.5. Maintain contact records and statistics as required 1.6. Co-ordinate maintenance of reception and offices as needed 1.7. Contribute to recruitment process as required
2. Intake	2.1 Monitor Intake email box, calls and walk-ins, and record all enquiries into Intake and/or other software as required 2.2 Refer incoming Intake calls to rostered Intake worker where available 2.3 Liaise with caseworkers and keep Intake calendar updated with relevant attending caseworker staff
3. General administrative	3.1 Data entry of participant and other information as required 3.2 Monitor Info email box messages and action and respond as required 3.3 Oversee bookings for meeting rooms and vehicles 3.4 Co-ordinate allocation of workspaces for students and volunteers 3.5 Collect and distribute mail, and manage postal requirements 3.6 Prepare correspondence 3.7 Printing course and other materials as required 3.8 Provide information and referrals to participants regarding health and community services 3.9 Liaise with participants in relation to their requirements as necessary 3.10 Scanning and filing of office paperwork including but not limited to timesheets & personnel records, in an accurate and timely manner 3.11 Purchasing of stationery, staff amenities, cleaning materials etc 3.12 Other tasks as directed by Director Finance & Business Services
4. Financial	4.1 Responsibility and reconciliation of petty cash if applicable 4.2 Reconciliation of corporate credit cards as required 4.3 Filing and action of accounts payable invoices in an accurate and timely manner 4.4 Data entry of accounts payable invoices into MYOB or other systems

Key Responsibilities	Focus Areas
	4.5 Liaison with participants and suppliers in relation to accounts payable invoices
5. Participant course management	5.1 Assist with drafting term and yearly course plan 5.2 Assist with convening course planning meetings with relevant stakeholders, booking rooms, management of distribution of internal and external publishing of relevant course information in conjunction with Communications and Design Co-ordinator 5.3 Assist with following up stakeholders re preparation of relevant paperwork within specified timeframes
6. Procedural and staff development	6.1 Actively participate in reviews and development of processes and procedures to foster the efficiency of Business Services activities 6.2 Foster learning and collaboration within the Business Services team 6.3 Participate in organisational and team projects as directed by Director Finance & Business Services
7. Professional development	7.1 Model and foster professional work practices, in relation to the health, safety and wellbeing of colleagues and participants 7.2 Attend regular supervision and annual review sessions 7.3 Adhere to the relevant TFC standards, policies and procedures 7.4 Attend training and development relevant to the position as approved by supervisor 7.5 Participate in approved professional development and staff meetings

Selection Criteria

Essential Selection Criteria	
1.	Willingness to undertake tertiary qualification – minimum Cert III in Business Administration
2.	Interest in a career in Business Administration
3.	Good computer skills with a willingness to learn Microsoft Office programs (Word/Excel), Customer Relationship Management systems, accounting software systems etc
4.	Well-developed written and interpersonal skills and ability to communicate & collaborate with people both internal and external to the organisation
5.	Willingness to work as part of a team
6.	Current Drivers Licence and willingness to undertake National Police & Working with Children checks
7.	Positive can-do attitude and reliability essential

Capabilities

Minimum Standard National Training Framework	
1.	Minimum Certificate III in Business Administration or related discipline
Capabilities & Skills – Level 1	
1.	<p>Community and inter-agency relations</p> <ul style="list-style-type: none"> Utilises own community networks to achieve established outcomes Contributes to staff forums and meetings about key community issues Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes Maintains basic awareness of current community issues and knowledge of relevant organisations Demonstrates commitment to social justice and social inclusion
2.	<p>Professionalism</p> <ul style="list-style-type: none"> Demonstrates punctuality and meets agreed schedules and timelines Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas Takes responsibility for work outcomes and enacts authority as defined in role statement Demonstrates common sense, and uses established strategies to solve routine problems Contributes to ideas for improved ways of working
3.	<p>Communication</p> <ul style="list-style-type: none"> Actively listens to colleagues and clients and passes on relevant information accurately and appropriately Provides accurate written information using forms, log books and templates appropriate to the task Speaks politely and explains issues and information clearly to clients/members and colleagues Participates actively in staff meetings and shares information to improve work environment and outcomes Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues
4.	<p>Leadership and teamwork</p> <ul style="list-style-type: none"> Maintains enthusiasm and understands own role in achieving organisational mission Follows work plan and prioritises key tasks Openly shares information, participates and contributes to team discussions Considers the views of others and aims for group cohesion Values diversity in team and supports colleagues
5.	<p>Resources, assets and sustainability</p> <ul style="list-style-type: none"> Supports fundraising work Assists with maintenance of financial records and works efficiently to meet established budgets Makes low cost purchases and achieves value for money Takes care when using and maintaining equipment and aids Uses resources appropriately and supports organisation's sustainability protocols

6.	<p>Service delivery</p> <ul style="list-style-type: none"> • Applies organisational practice models, procedures and relevant legislation when working with clients/members • Maintains awareness of client/member needs • Supports clients/members to achieve their goals or aspirations through provision of quality service • Demonstrates sensitivity and respect for diversity and differences in clients/members • Respects client/member confidentiality
7.	<p>Program management and policy development</p> <ul style="list-style-type: none"> • Maintains awareness of policies and applies procedures to daily work activities • Performs own role and responsibilities efficiently to contribute to program and project outcomes • Supports program and project team members to achieve defined outcomes • Records relevant data for contract administration • Records complaints and assists with reviewing feedback on program outcomes
8.	<p>Change and responsiveness</p> <ul style="list-style-type: none"> • Maintains a positive approach to change and adapts to new or different ways of working • Takes advantage of opportunities for learning and growing skills • Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes • Uses technology and software applications effectively in accordance with task requirements • Prepares own development plan in consultation with supervisors
9.	<p>Governance and compliance</p> <ul style="list-style-type: none"> • Achieves targets in work plans and understands links with strategic goals • Ensures that own work meets the organisations' quality requirements • Ensures that risks are identified and reported in own work context • Ensures safety of self and others in work environment • Is aware of relevant legislation and licensing requirements and ensures compliance in work practices
Attributes	
1.	<p>Determined</p> <p>Researches options and sets a clear path Deals with obstacles and impediments Has clear goals</p>
2.	<p>Self-disciplined</p> <p>Manages own time to achieve key outcomes Avoids distraction and diversions</p>
3.	<p>Analytical</p> <p>Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building toward improvements</p>
4.	<p>Adaptable</p>

	Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important Takes advantage of new and emerging opportunities
5.	Resilient Recovers from setbacks Overcomes obstacles and impediments Learns from experience and identifies areas for self-development
6.	Inclusive Respects difference in all its forms Adapts language to aid communication Values diversity as a strength
Compliance	
1.	Understands and complies with company policies and procedures
2.	Compliance with Working with Children Check and National Police Check Procedure. Notifying your supervisor of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check
3.	Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with supervisor
4.	Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, past or vicarious trauma that arises and may impact on your ability to perform in your role
5.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures
7.	Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Daily
	Be exposed to complex situations	Occasional

	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Work at a computer or be in meetings for extended periods	Daily
People Contact	Liase with our staff	Daily
	Liase with government, non-government, businesses, and other community organisations	Regularly
	Liase with participants/customers	Daily
	Come into contact with people who display challenging behaviours	Regularly
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional
Manual Handling	Lift and carry items up to 15 kgs	Occasional