

# ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC.

## ADMINISTRATION WORKER (LOCUM)

### POSITION DESCRIPTION

<b>Position Title:</b>	Administration Worker (Locum)
<b>Program Designation:</b>	Centre Support Team
<b>Status:</b>	Part-time, fixed term
<b>Work Hours:</b>	55 hours / fortnight
<b>Pay Award and Classification:</b>	QCSCA Award Level 4

Although there is some flexibility in working hours, according to the needs of the organisation, it is expected that this position is worked over 7 or 8 days each fortnight within the service hours of 9am – 5.00pm. Any changes will be negotiated with the Manager with reference to the needs of the organisation. This position may occasionally require some after hours or weekend work as directed by the Manager and/or Management Committee.

### FUNDING

This position is contingent on recurrent funding from the Queensland Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works. Should funding be discontinued, employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

### REPORTING AND ACCOUNTABILITY

This position is directly accountable to the Manager and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

### DATES OF REVIEW

This position description may be reviewed following Performance Planning and Review processes.

### CENTRE SUPPORT TEAM OBJECTIVE

The Administration Worker (Locum) position will work collaboratively and supportively with the Manager to resource a work environment that is supportive of direct service delivery functions, and that administers resources in a manner that is efficient, effective and accountable. The Centre Support team achieves this through supportive and valuing approaches to human resource management, efficient management of administration resources, effective and safe storage of organisational data and records, implementation of financial processes that reflect a high level of transparency and accountability, and supporting and resourcing the Management Committee in their governance role.

### POSITION OBJECTIVE

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures.

The Administration Worker (Locum) position is primarily responsible for the overall coordination of the administration functions, and for ensuring that Zig Zag maintains a high standard of accountability and a high standard of effectiveness in all areas of administration, including reception duties. The ultimate objective of the position is to support an organisational environment that assists workers to meet the needs of young women in a manner that supports the organisation's aims and values.

## **PRIMARY DUTIES**

### **1. Overall coordination of Zig Zag's administration functions**

- Reception front office duties including answering phones and meeting people accessing the service in a professional and welcoming way.
- Telephone duties including answering incoming calls, taking messages and follow up calls where requested by teams.
- Responsible for incoming and outgoing correspondence including the recording and dissemination of mail.
- Maintain and ensure availability of office forms, and stationery/postage supplies.
- Maintain the central filing and file archiving systems (hard copy and electronic).
- Minute taking for staff and other meetings.
- Maintain and process the Membership Register throughout the year.
- Provide administration assistance to the Manager in the areas of governance support, human resource management and accountability to funding bodies as needed.
- Provide administration and practical assistance to all staff to support the service delivery functions of the organisation.
- Attend to general administration requests as needed including staff amenities shopping.
- Preparation of human resourcing paper work in collaboration with the Manager.
- Administrative office induction of new employees or students on placements.
- Monitor monthly rosters and staff movements.

### **2. Organisational resources**

- Take orders for sale of resources and prepare and dispatch of invoices.
- Keep statistics of resource distribution.
- Responsible for upkeep of service promotion information from other organisations including pamphlet displays.
- Monitor the supply of Zig Zag pamphlets, posters, resources and other Administration publications, and with reference to staff decision-making, oversee the printing of these resources.

### **3. Equipment**

- Maintain organisational technology, equipment and premises by arranging services / repair / maintenance as required.
- Training of staff as needed on the effective use of equipment and technology.
- Organise annual fire extinguisher servicing for office premises and for accommodation properties.
- Organise annual fire safety and critical incident response training, and first aid training for staff.
- Maintain vehicles including servicing manual requirements and detailing.
- Manage all accounts as required e.g. Coles, Big W, BP Oil, Bunnings etc.

### **4. Organisational and team participation**

Zig Zag is a feminist organisation that uses collaborative decision making processes. Many operational and service delivery related decisions are made within the Zig Zag individual Program teams and the wider staff team. The Administration Worker (Locum) position requires a high degree of skills in collaborative decision making and will be accountable to the relevant teams for decisions made at that level.

Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The Administration Worker (Locum) position is ultimately accountable to the Manager and to the Management Committee of Zig Zag. The following list identifies tasks that the Administration Worker is expected to participate in with respect to the general operations of the organisation:

- Prioritisation of participation in staff meetings.
- Active participation in accessing internal supervision and support as required/appropriate.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee;
- Provide input into organisational systems and policy development.
- Participate in organisational planning, review and evaluation, including Strategic and Operational Planning.
- Participate in human resource processes as required (e.g. recruitment processes, student supervision).
- Regular review and development of policies and procedures directly related to the finance and administration functions of Zig Zag.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice.
- Attendance at relevant training as negotiated with the Manager.
- Provision of input into the development of funding body service agreements, as required/appropriate.
- Collection of relevant reporting data for the funding body and completion of other reporting requirements including monthly reports to Management Committee and Program input into the Annual Report of the Association.
- Participation in organisational team building activities as required.

## **ESSENTIAL REQUIREMENTS**

- Minimum 2 years administration experience in the community sector.
- Capacity and commitment to working according to Zig Zag's values and philosophy.
- Current Commission for Working with Children – Blue Card.

## **DESIRABLE REQUIREMENTS**

- Possession of a Queensland 'C' class Drivers Licence.

## **KEY SELECTION CRITERIA**

- 1) Demonstrated experience and skills in the overall coordination of the administrative functions of a small community-based organisation including management of correspondence, minute taking, filing, and supporting and resourcing other staff to fulfil practical/administrative tasks and obligations.
- 2) Demonstrated experience and skills in handling front desk reception and enquiries (including telephone and one-to-one contact) within the context of a human services organisation, and skills in undertaking this work sensitively and professionally.
- 3) Demonstrated high level interpersonal communication skills, including the ability to relate to clients and staff from diverse backgrounds, and the ability to actively participate in collaborative decision-making processes.
- 4) A sound understanding, or a clear commitment to achieving a sound understanding, of a diverse range of issues relevant to young women from diverse backgrounds who may be affected by sexual assault and/or homelessness.
- 5) Demonstrated high level of initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, as a member of a team, and with direction from the Coordinator.
- 6) High level computer skills in two or more Microsoft Office suite of applications (most particularly Word, Outlook, and Excel) and ability to use the Internet and email. Experience with MYOB accounting software preferred.