



## ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

### Administration Worker [Locum]

#### POSITION DESCRIPTION

<b>Position Title and Program Designation:</b>	Administration Worker
<b>Status:</b>	Part Time, Fixed Term Contract
<b>Work Hours:</b>	48 hours per fortnight
<b>Contract Dates:</b>	Start date to be negotiated, contract end date 30 June 2023.
<b>Pay Award and Classification:</b>	QCSCA Award Level 4

Although there is some flexibility in working hours, it is expected that as far as possible this position is worked 6 hours per day, 6 days per fortnight, covering the service hours of 9.00am-5.00pm. Specific start and finish times and work days (Monday to Friday) will be negotiated with the Manager, with reference to the employee's needs, the needs of the Program team, and the wider 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 of recurrent funding from the Queensland Department of Child Safety, Youth and Women 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. The continuation of this contract position will be contingent on receiving recurrent funding for these services.

#### REPORTING AND ACCOUNTABILITY

This position is directly accountable to the Manager and 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.

#### CENTRE SUPPORT TEAM OBJECTIVE

The *Administration Worker* position will work collaboratively and supportively with the Manager, Centre Support Coordinator, and Finance Officer 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**

The *Administration Worker* position is primarily responsible for 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. This position will be required to undertake work across Zig Zag's service sites.

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. This involves a commitment to:

- utilising feminist and social justice principles in practice;
- working within a self-management framework;
- actively contributing to teamwork and team care;
- utilising collaborative decision making processes, which requires a high degree of participation, communication, and personal responsibility; and
- utilising consultative and transparent processes.

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### **PRIMARY DUTIES:**

#### **1. 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 and emails.
- Maintain and ensure office forms, and stationery/postage supplies for all service sites.
- Maintain the central filing and file archiving systems.
- Maintain personnel, OH&S and training registers.
- Minute taking for staff and other meetings.
- Maintain and process the Membership Register throughout the year, including annual Membership Drive.

- Attend to general administration requests as needed including staff amenities shopping for all service sites.
- Provide administration and practical assistance to all staff to support the service delivery functions of the organisation.
- Other duties that may be directed from time to time by the Manager, Centre Support Coordinator, and Finance Officer.

## 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 schedules as required.
- Maintain vehicles including servicing manual requirements and detailing.
- Manage trade accounts as required.

## 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 Centre Support team and the wider staff team. The *Administration Worker* position requires a high degree of skill in collaborative decision making and will be accountable to the relevant teams for decisions made.

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 following list identifies tasks that the *Administration Worker* is expected to participate in with respect to the general operations of the organisation.

### Organisational Participation at Zig Zag

- Prioritise participation in staff meetings and whole of staff group supervision.
- Actively participate in accessing internal supervision and support, and external supervision 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 as resources allow and if requested.

- Participate in organisational planning, review, and evaluation, including strategic and operational planning.
- Where possible and appropriate, be actively involved in project development including the acquisition of funds.

#### **Participation in Centre Support Team**

- Regular review and development of organisational systems, and policies and procedures directly related to the Centre Support functions of Zig Zag.
- Actively participate in team decision-making processes, including team meetings and team group supervision.
- Actively embracing a team culture that is supportive, accountable, transparent, and self-reflective, and which supports a high level of ethical practice.
- Development of collaborative, purposeful, and respectful relationships with workers.
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work undertaken.
- Undertake the administration responsibilities relevant to your role within the organisation.

## **ESSENTIAL REQUIREMENTS**

- Relevant administration experience in the community services sector. Experience in general administration functions, such as reception, filing and records management.
- Human Services qualifications or a student within Social Work, Psychology, Social and Behavioural Sciences or similar relevant fields advantageous.
- Current 'C' class driver's license.
- Possession of a current Working with Children Blue Card.
- High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems, experience in Xero advantageous.

## **KEY SELECTION CRITERIA**

1. Demonstrated knowledge, experience, and skills in administrative functions including management of correspondence, minute taking, filing, and supporting and resourcing other staff to fulfil administrative tasks and obligations.
2. Demonstrated knowledge, 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. Excellent time management, administrative, and organisational planning skills and 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 Centre Support Team.
6. Demonstrated knowledge, experience and skills with Microsoft Office 365 suite (particularly Outlook, Word, Excel) + systems, experience in Xero advantageous.