

Administrative Assistant

POSITION TITLE:	Administrative Assistant (12 months fixed term)
AWARD CLASSIFICATION:	Band/Level: 3.1 0.8 FTE Social, Community, Home Care and Disability Services Award 2010 Modern Award MA000100
PROGRAM/DEPARTMENT:	Job Advocate
DATE APPROVED:	15 June 2021
APPROVED BY:	General Manager – Living, Learning & Earning

Concern Australia is a grassroots welfare organization that emerged out of the work of Rev Dr John Smith who also nurtured the growth of the God’s Squad Christian Motorcycle Club in the 1970s. Today we work with young people and children aged 5 – 25 years, creating opportunities for them live, learn and earn better and create the space for them to live life to the full.

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith Integrity Respect Belonging

Our work focusses on the innovation, development and service delivery in the areas of Living Learning and Earning; Housing and Homelessness; and Youth Justice. Each year we connect with 30,000 vulnerable young people across Australia through the following activities:

Living, Learning and Earning

- Values for Life – seminars and workshops within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 young people per year across 2 locations.
fiXit automotive – a social enterprise born out of Hand Brake Turn that offers detailing, servicing and repair of vehicles while providing employment to young people.

Housing and Homelessness

- Inside Out – the provision of Out-Of-Home-Care and Targeted Care Packages (TCPs) in partnership with the Victorian Government’s Department of Families Fairness and Housing through the Enhanced Lead Tenant/Live In Mentor Program offered to young people living in 14 properties across metropolitan Melbourne.
- STEPS Outreach Service – support for young people, children and their families with long term relational and practical support, including advocacy, referral and material aid.

Youth Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

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ORGANISATIONAL RELATIONSHIP

REPORTS TO:	General Manager – Living, Learning & Earning
SUPERVISES:	N/A
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff & Volunteers
EXTERNAL LIAISONS:	Volunteers, clients & government

POSITION OBJECTIVES

The role will support the Job Advocates and the program with an online and social media presence, including Facebook, Linked-in and Instagram to promote the work of Job Advocates and facilitate referrals to the program.

KEY RESPONSIBILITY AND DUTIES

- To support the Job Advocates and the program’s delivery through the provision of bookings and general back of house administrative functions, including database administration, file management, communications, external marketing and connections, function space bookings and participant follow up as required.
- To write real life stories development video content of successful outcomes, as well as helpful tips and strategies employed by Job Advocates in consultation with Communications and Relationship Manager.

Other:

Duties beyond the scope of this position description but in line with an incumbent’s skills, competencies and training, may present from time to time. Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Qualifications and/or Experience

- Experience in an administrative role, including helping with marketing strategies; and/or
- Certification in Business Administration or related field.

Knowledge and Experience

- Understanding of the marketing and communications principles.
- Working knowledge of Microsoft Office applications and database administration.

Skills and Abilities

- Excellent time management and organisational skills.
- Demonstrated ability to maintain confidentiality.
- Strong focus on working with a diverse range of stakeholders.
- Excellent communication skills, both verbal and written.
- Excellent teamwork skills.
- Ability to work under pressure and to deadlines.
- Ability to prepare basic statistical reports and correspondence as required.
- Flexibility to adjust to changing organisational demands whilst meeting routine commitments.

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SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.

INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Prolonged sitting: computer work, data entry
Occasional standing: filling, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Occasional work in isolation
Occasional driving

KEY SELECTION CRITERIA

Essential:

- Demonstrated commitment and personal desire to adhere to Concern Australia's Mission, Vision, Values and Goals and to work in a team environment.
- Experience in a similar role providing administrative assistance.
- Working knowledge of Microsoft Office applications and database administration.
- Highly developed time management and organisational skills.
- Experience with the online marketing tools.

Desirable:

- Certification in Business Administration or related field.
- Experience in a NFP environment with a strong understanding of stakeholder engagement.
- Experience with Mailchimp or other relevant online marketing platforms.
- Experience in Wordpress or Sharepoint or other web based content management systems.
- Design experience including Photoshop or other software.
- Knowledge of publishing tools including Adobe, Illustrator, etc.

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

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Supervisor Name: _____

Signed: _____ **Date:** _____

Employee Name: _____

Signed: _____ **Date:** _____