

## POSITION DESCRIPTION



<b>Position Title:</b>	<b>Administrative Assistant - The Courage Project</b>
<b>Location:</b>	Mackay
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Level: 2
<b>Reports to:</b>	Practice Manager - The Courage Project

**The Courage Project** is a collaboration between Bravehearts and Mackay Women's Services (MWS) to provide a trauma-informed mental health service for children under 14 years old who have experienced physical and/or sexual abuse/assault and are at risk of self-harm; in the Mackay, Whitsunday and Isaac area. The Courage Project brings together over 45 years of collective experience protecting children and young people.

### **Purpose of Position:**

The Administrative Assistant is the first point of contact within The Courage Project and is responsible for managing the reception of The Courage Project and providing administrative support for the team. The Administrative Assistant will have a positive working relationship with all staff of The Courage Project and the greater Bravehearts and MWS organisations including volunteers.

### **Term of Appointment:**

Temporary Part Time (30.4 hours), 5 days per week – In line with funding agreement

### **Reporting Relationships:**

The Administrative Assistant reports to the Practice Manager.

### **Primary Duties and Responsibilities:**

#### **Facilities Support:**

- Complete general office duties including but not limited to answering the telephone, email, mail, receipts, reception coverage, managing petty cash and office tidying.
- Welcome clients and visitors into the service centre.
- Managing the general maintenance of the building and vehicles.
- Regularly audit office supplies and collate list of required items as needed.

#### **Team Support:**

- Provide administrative support to the team including, booking and confirming meetings.
- Booking accommodation and travel for outreach visits.
- Sending client appointment reminder messages.
- Assisting the team to develop standardized information and tip sheets for clients.
- Assisting the team to develop community education presentations as requested.
- Assisting the Practice Manager to collate data and compiling regular reports.
- Developing and managing the office coverage roster in conjunction with the Practice Manager.
- Sending client letters as requested by other team members.
- Assisting with room clean up after therapeutic sessions.

#### **Practice Manager Support:**

- Assist the Practice Manager with general/PA support as required.
- Provide secretariat support to meetings hosted by The Courage Project as directed by the Practice Manager.

### **Personal Specifications:**

#### **Qualifications/Experience:**

- Previous experience in community related field and Reception is essential.
- A basic understanding of administrative and accounting functions.
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practises preferable.
- Excellent active listening skills to provide first line support to callers who may be exhibiting signs of distress and requiring further support from Bravehearts or MWS qualified support staff.

**Personal Qualities:**

- Respect for privacy and confidentiality.
- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- A sound understanding of the effects of child sexual assault or domestic and family violence on the individual, family, interpersonal, and societal level.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills are essential.
- The capacity to work enthusiastically within the parameters of the Bravehearts and MWS Mission and philosophy and their Vision for an optimum contribution to the lives of children and young people who have experienced trauma, their non-offending family members and primary caregivers.
- Principles of social justice will underpin practice.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- Candidates must possess a driver's licence.

**Skills and Abilities:**

- Excellent written and verbal communication.
- Professional telephone manner.
- Ability to work well within a team environment.
- Exceptional organisational and time management skills.
- Intermediate use of Microsoft office 365 suite and keyboard skills.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or physical violence and abuse.

I have read, agree, and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_