

Leadership

Capability

Policy

Culture

Connectedness

Lotus

Lotus Place

Administration Worker

The organisation

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business and society. We believe that every child and adult has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

What we do

We work to **break down barriers** that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice. We assist and support each individual or family including children, to resolve crisis, break social isolation, have a home, access health and community services, and build community.

Micah Projects provides a range of support and advocacy services to individuals and families according to their needs and capacity. We ensure the immediate needs of participants are met in a supportive, informed and respectful manner.

Working together

It is important to Micah Projects that people feel welcome, have choices and do not experience discrimination when working with Micah Projects. It is our aim to work with participants, each other and our partners to respectfully share knowledge, ideas, resources and skills in order to improve the service for the people we support, and the people that work as a part of the organisation.

MICAH PROJECTS



Breaking Social Isolation
Building Community

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to positions to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality and economic status.

Quality Statement

Micah Projects is committed to adhering to well defined, effective procedures that are designed to ensure the quality of our services and activities. We expect staff to understand the relevance and importance of their activities and how they contribute to achieving the quality objectives, and to proactively work and operate within the organisation's quality system.

Child Safe Organisation

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

WHS Statement

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant and Board member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2015*.

Position Overview

Position Title	Team
Administration Worker	Lotus Place NQ
Reports to	Line Manages
North Queensland Coordinator	N/A
Employment Status	Hours of Work
Full Time, Fixed Term	38 hrs per week
Classification/Award	Talkin
Level 2, SCHADS	North Queensland Coordinator
Based at	Backup when Absent.
Townsville	Regional Queensland Coordinator

Micah Projects – Lotus Place

Lotus Place is a dedicated support service and resource centre for people who experienced childhood abuse in institutional settings, services are offered from three locations: - Brisbane, Rockhampton and Townsville. Lotus Place provides integrated peer support, advocacy, counselling and other support services to people who experienced childhood abuse in institutional setting. Services include:

- » An information and resource centre and gateway
- » Personal and skills development opportunities
- » Support to access government and community services.
- » Support to seek redress of past abuse through the criminal justice system, civil process or through church or religious institutional processes
- » Support people to obtain personal records, reconnect with family and trace history.
- » Access to professional support and counselling services
- » Information and referral to other services.



Position Description

As an Administration Worker you will...

work as part of the Lotus Place team to provide reception, administration, communications, and to assist with planned support services under direction of the NQ Coordinator.

Responsibilities

- » Provide administrative and operational support to Lotus Support Services North Queensland.
- » Reception duties – answering and directing calls, ordering of stationary, incoming/outgoing mail.
- » Customer service including face-to-face, telephone and email with both Lotus Place clients and external stakeholders.
- » Assist as required with newsletters and mail outs.
- » Create and update financial records, client data bases, management of diaries and calendars.
- » Coordinate fortnightly agenda and minute taking.
- » Assistance as required with organising Lotus Place events and weekly peer support group meetings.
- » To work collaboratively with team members in responding to the specific needs of individuals.
- » To assist with record searching for people who experienced childhood abuse in institutional settings.
- » Assist with tasks designated in individual case plans.
- » Perform other duties as assigned by Supervisors.

Interactions and Relationships

External

- » Participants
- » Stakeholders, including government and community services

Internal

- » Lotus Team
- » Organisational Services
- » Other Micah Teams

Partnerships

- » None Required

Work Health and Safety

- » Liaise with Micah Projects Work, Health and Safety Worker to resolve any identified areas for improvement.
- » Report and document all relevant issues through Micah Projects reporting systems and WHS Committee meetings.
- » Complete monthly site checklists in relation to building and First Aid.

Quality System

- » Understand the relevance and importance of your activities and how they contribute to achieving the quality objectives.
- » Proactively work and operate within the organisation's quality system.
- » Understand and comply with the quality system, standards, and requirements of ISO9001 and HSQF.

Criteria and Conditions

Driver's License: Essential	Travel: Nil
Criminal History Screening: Blue Card	Assets: Desktop, Work Mobile, Pool Vehicle

Essential

- » Minimum of 3 years' experience in a client or customer facing role preferably working with vulnerable people.
- » Current understanding of, or commitment to develop an understanding of, the issues impacting on people who experienced childhood abuse in institutional settings.
- » Strong written and verbal communication skills.
- » High level organisational and administrative skills.
- » Strong IT capabilities including proficiency in Microsoft suite of products and experience in the use of client data bases and multimedia platforms.
- » A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously with a commitment to the values and principles of Micah Projects to meet community needs.
- » Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- » Relevant administrative certificates or tertiary qualifications

General Conditions

- » All employees are to exhibit the values of Micah Projects, as outlined in the Code of Conduct.
- » All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Data and Case Management Systems.
- » Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- » Employment in this position is subject to continued funding.
- » Employment may involve work or training outside of normal business hours.
- » All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- » All employees are required to engage in support and coaching through the organisational performance development system.

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____