

POSITION DESCRIPTION

Administration Officer

Location:	Cairns
Reports To:	Administration Manager
Award:	Social, Community, Home Care and Disability Services Industry Award
Position Type:	Fulltime/Temporary (negotiable) <i>(position/employment subject to continued government funding)</i>
PD Date:	October 2021

ABOUT US

Established in 1994, Youth Empowered Towards Independence (YETI) is a community based not-for-profit organisation that delivers a range of voluntary youth AOD and other support services targeting the most vulnerable and disadvantaged children and young people living within the Cairns and FNQ region.

OUR MISSION

Supporting the social, emotional, spiritual, and physical wellbeing of young people.

OUR PRINCIPLES

Nine guiding principles underpin service delivery at YETI. The principles are incorporated into all aspects of service delivery and reflected in our service standards, policies, procedures, and workplace culture.

We make change happen	We care first	We step up
We do whatever it takes	We respect everyone	We work together
We're always learning	We listen	We deliver best practice

KEY STAKEHOLDERS

- Vulnerable young people (10-25 years old) in the Cairns Region

- YETI Management Committee, YETI Executive Management Team, YETI Management Team and YETI Staff.
- Organisations that work in partnership with us (education, community, business, government and non-government).

KEY RESPONSIBILITIES

Provide general reception duties.

- Undertake Customer service for all clients including responding to enquires from stakeholders
- Be the welcoming first point of contact for clients and stakeholders visiting the YETI premises.
- Be primarily responsible for answering/ transferring incoming phone calls and taking messages
- To greet people and ensure they sign in
- To monitor the answering machine
- Keep reception area clean and maintained at all times

General administrative duties.

- Provide administrative support to ensure efficient operations at YETI
- Check the mail and post outgoing mail
- Process private mail for clients and update the mail board
- Replenish blank forms and brochures
- Enter client brokerage on SRS when case workers are unable
- Restock the printer
- Check staff amenities are restocked in collaboration with drop in/admin staff
- Order catering when needed
- Petty Cash allocation (front)
- Maintain room bookings
- Assist the Administration Manager, Finance Manager, Operations Manager, CEO and other staff with administration support as required
- Assist with the purchase of office supplies as required
- Arrange and facilitates appointments or meetings, travel bookings, or events
- Maintain administration systems including calendars, records, mail, filing and archiving of records
- Assist finance team with processing of invoices as required
- Undertake information management as required

Other duties.

- Plan, manage and organise own work.
- Be attentive to fine detail and quickly understand time frames associated with routine activities and returns.
- Be proactive and participate in a collaborative and supportive team environment which is non-judgemental.
- Embrace cultural, ethnic and gender diversity and equality.
- May be called to assist staff in uncertain/unsafe situations with clients.
- Other miscellaneous duties as required.

Teamwork & Collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities, and team processes. Share information, communicate, and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients.
- Develop and maintain effective relationships with key stakeholders including clients and their family members, community service organisations, relevant professionals, and government agencies.
- Participate in case coordination meetings, case reviews, inter-agency, and network meetings.
- Actively contribute towards maintaining and promoting a positive workplace culture.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.

Professional Accountability

- Use YETI information and resources accountably.
- Act at all times in accordance with YETI's values, code of conduct, policies and procedures, and relevant legislation.
- Take reasonable care for your own health and safety, and that of others.
- Maintain confidentiality and safeguard the privacy of information related to staff, our clients, and YETI business.
- Actively participate in training and professional development activities and promote methods of service delivery which are based on contemporary, evidence-based, best-practice principles that are consistent with current trends and standards within the sector.

SELECTION CRITERIA

1. Appropriate educational qualifications and/or experience in performing administrative tasks.
2. Good organisational skills and the ability to set priorities, demonstrate time management and problem-solving skills when performing duties such as answering incoming calls, recording valid statistics and in performing periodic tasks at the appropriate time.
3. Be at ease when working in an environment which assists disadvantaged young people from diverse cultural backgrounds and maintain a non-judgemental attitude when interacting with clients
4. Well-developed written and verbal communication skills.
5. Ability to work independently as well as collaboratively within a multi-disciplinary team.

REQUIREMENTS

- Eligibility for a Working with Children Check (Blue Card) or exemption based on professional qualifications and registration.
- A current Qld driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.
- ***YETI is funded to provide health services to vulnerable young people and members of the Aboriginal and Torres Strait Islander Community. Evidence of Covid-19 vaccination status is a requirement of this position.***

Please contact Sally at YETI on 4051 4927 for more information or email your CV to sally@yeti.net.au