

Leadership

Capability

Policy

Culture

Connectedness

Lotus

Lotus Support Services

Admin 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 Assistant	Lotus Support Services
Reports to	Line Manages
Regional Qld Manager	Regional QLD Manager
Employment Status	Hours of Work
Part-Time , Fixed Term	25 hrs/week
Classification/Award	Talkin
Level 2 SCHADS	Regional QLD Manager
Based at	Backup when Absent.
Rockhampton	NQ 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 to seek access to 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 Admin Worker you will...

work as part of the Lotus Place team to provide reception, administration, communications, and operational support work, including planned support and advocacy services under direction of the Regional Qld Manager

Responsibilities

- » Provide administrative and operational support to Lotus Support Services Central Queensland
- » Reception duties – answering and directing calls, ordering stationary, incoming/outgoing mail.
- » Customer service includes face-to-face, telephone, and email with Lotus Place clients and external stakeholders.
- » Assist as required with newsletters and mailouts.
- » Create and update financial records, client databases, management of diaries and calendars.
- » Coordinate fortnightly agenda and minute-taking.
- » Support 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

Interactions and Relationships

External

- » Participants

Internal

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

Partnerships

- » None Required

- » All other duties included but not limited to the administrative role.

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: Yellow and Blue Card	Assets: Nil

Essential

- » A 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.
- » Experience working in a team.

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 and Micah Projects 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** _____