



# Administration Support Worker

Women Children & Families Cluster



## Who we are

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.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

## Work Health and Safety

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 2011*.

## What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

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

## Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment 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.

## 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 who work as part of Micah Projects.

## Child Safe and Vulnerable Adult Safeguarding

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.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When dealing with challenging behaviour with participants, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

## Position Title

Administration Support Worker

## Team

Women, Children & Families Cluster

## Reports to

Women, Children & Families Cluster Lead

## Line Manages

N/A

## Classification/Award

Level 3, SCHADS 2010

## Talkin

Women, Children & Families Cluster Lead

## Based at

Hawthorne

## Backup when absent?

Team

## Women, Children & Families Cluster

Wellspring Child and Family Hub is part of a network of services that aims to provide opportunities and resources to parents and their children. The Hub has specific strategies to support children from birth to 5 years old and their parents who are experiencing crisis such as domestic and family violence, and homelessness, health and other social issues where dedicated service to children will assist the family through adversity.

Wellspring Children and Families Hub includes a licenced fee-free therapeutic occasional childcare service for children birth to five years of age whose parents are engaged with support and advocacy services to address their current circumstances. Evidence demonstrates that provision of safe, supportive early childhood services whilst experiencing or witnessing trauma can mitigate the impact of trauma on the child's development. The Wellspring Child and Family Hub facilitates and supports the delivery of visiting services and clinics and targeted early childhood groups and parenting groups.

The Cluster supports the Children & Young persons (CYP) team and the Family Pathways Program, both teams provide specialist support to children and young people and their families where Domestic & Family Violence has been experienced. The Cluster includes Healthy & Safe Start Team (Pregnancy & Early Years) based at 170 Boundary Street, West End.

# Position Description

## As a Administration Support Worker, you will...

work as part of the Women, Children & Families Cluster to provide administrative support to the Cluster.

### Key Responsibilities

- Provide administrative and operational support as required to Cluster Lead and Coordinators.
- Provide support to the teams regarding referrals for support and child care booking for the Wellspring Child Care Centre and the Wellspring meeting space.
- Assist in the administration of People and Learning, Finance, WHS, Property and Fleet activities.
- Event management support.
- Preparation and administrative support for meetings.
- Administrative support for document management and filing system.
- Promote a culture of respect, safety, and trauma informed approaches.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Cluster Lead and Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

### Collaborative practice

- Work as a collaborative member, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team.

### Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

# Criteria and Conditions

<b>Criminal History Screening</b>	<input type="checkbox"/> National Police Certificate	<input checked="" type="checkbox"/> Blue Card
	<input type="checkbox"/> Yellow Card	<input type="checkbox"/> APHRA Registration
<b>Driver's License</b>	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
<b>Travel</b>	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
<b>Assets Provided</b>	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone
	<input checked="" type="checkbox"/> Pool Vehicle	<input type="checkbox"/> Packaged Vehicle

## Essential

- Experience in a generalist administration role, including development of processes and use of IT systems.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office365).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- 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.
- All employees are to have valid working rights in Australia.
- 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, Finance, Data, and Case Management Systems.
- 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.

# Acknowledgement

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 \_\_\_\_\_

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<b>Original Date</b>	December 2023	<b>Revised Date</b>	May 2024