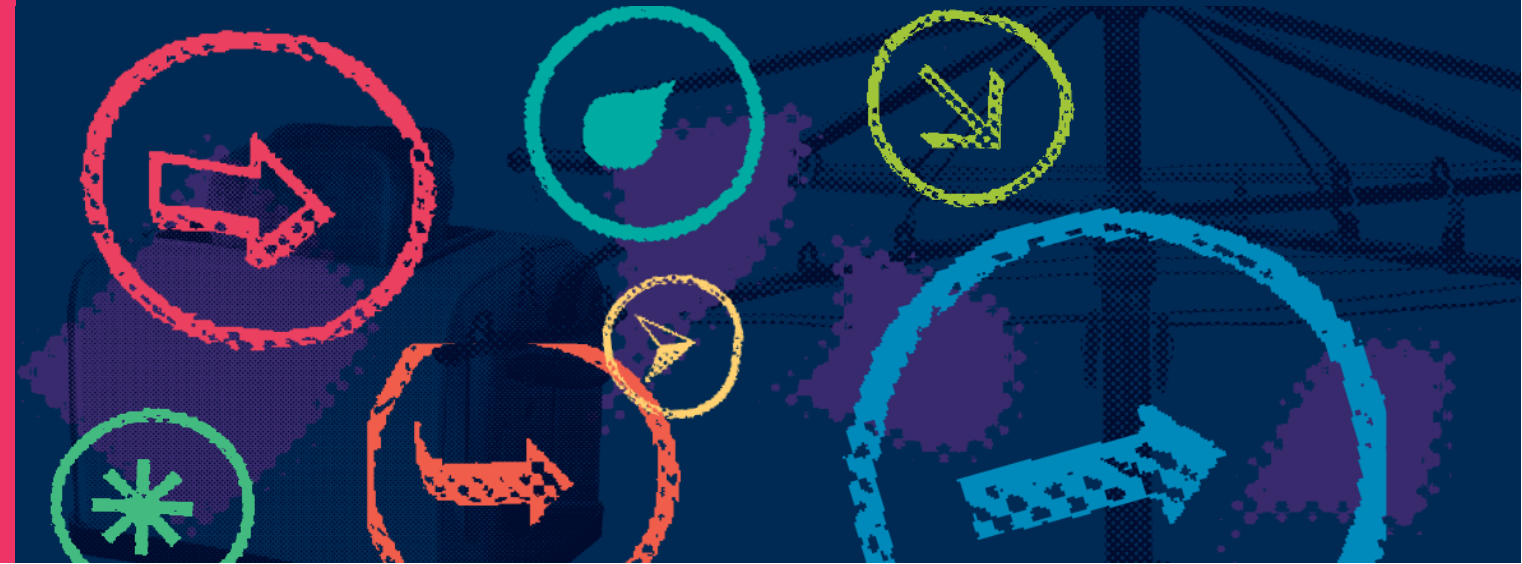




Administration and Systems Coordinator

Organisational Services



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 working with challenging behaviour, 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 and Systems Coordinator

Team

Organisational Services

Reports to

Organisational Services Lead

Line Manages

N/A

Classification/Award

Level 5, SCHADS 2010

Talkin

Organisational Services Lead

Based at

West End

Backup when absent?

Organisational Services Lead

Assistant to the CEO

Organisational Services

Organisational Services provides support and resourcing through the key areas of Finance, People and Learning, Administration and Governance Support, Communications and Stakeholder Engagement, Information Technology, Quality, Risk and Performance, Work Health and Safety and Resource Management.

Organisational Services work to ensure governance and legislative compliances are achieved, so that the organisation can continue to provide high quality services to the community. The cluster provides support to Micah Projects service delivery clusters to allow them to focus on the work they are doing in the community.

Organisational Services are integral to supporting the work of Micah Projects and sustaining the organisation as a key resource for people and the community. As a not for profit our core competencies reflect community expectation for transparency, accountability, cost effectiveness and collaboration within the sector.

Position Description

As the Administration and Systems Coordinator you will...

work as part of the Organisational Services Cluster to provide coordination across our centralised contract management system, and provide integration support and assistance across the Organisational Services Cluster, with a focus on support for the Organisational Services Lead with administration and relevant operational projects.

Stakeholder Engagement

This position as part of a team engages with the following external stakeholders:

- External partner agencies

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Organisational Services Cluster
- Leadership Team (including OCT and SDCL)
- CEO
- Organisational Services Lead
- Service delivery Clusters

Key Responsibilities

- Maintaining an up-to-date contract management system.
- Assisting the Organisational Services Lead with administration support and coordination around organisational projects, along with the CEO when required.
- Assist the leadership team with integration of services and partnerships with Organisational Services

Contract Management

- Implement and maintain the contract management system to ensure timely renewals and amendments of contracts are made as required.
- Assist in the documentation of quarterly reporting meetings to ensure ongoing compliance.
- Support Cluster Leads in the development of Memorandum of Understandings (MOUs) and sub-contracts as required.

Project and Integration Support

- Collaborate with the leadership team to facilitate the integration of new contracts and services into existing organisational frameworks.
- Assist in the implementation of integration plans, including timeframes, milestones, and resource allocation.
- Assist Cluster Leads and Team Leaders to understand and manage the administrative requirements of their cluster in Micah Projects systems.

- Assist with the review of policies, procedures, and associated documentation to ensure compliance.
- Provide project support, including reporting support, in relation to legislative and organisational requirements.

Governance

- Provide administration assistance for the Data Governance Working Party.
- Provide backup to administration support to Micah Projects Company Secretary as required.
- Ensure adherence to legal and regulatory requirements, including filing necessary documents and maintaining up-to-date records.
- Support the development and review of policies and procedures, contributing to the organisation's planning and operational efficiency.

Collaboration

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

Professional practice

- Provide high level professionalism, confidentiality, and responsiveness to the needs of internal and external people/partners.
- Promote a culture of respect, safety, and trauma informed approaches.
- Identify, research and assist with the implementation of new and emerging systems, policies, and processes where applicable.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Perform other relevant duties as assigned.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate ☐ Blue Card
☐ Yellow Card ☒ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Relevant Business certificate, diploma or tertiary qualification and experience, or a combination of extensive experience, expertise, and competence in business.
- Excellent communication skills, including the ability to engage in rapid rapport building, and communicate complex information and concepts, through both verbal and written formats.
- Effective organisational and time management skills, including ability to manage competing demands.
- Sound level of interpersonal and intrapersonal skills, including the ability to facilitate small group activities.
- Excellent IT skills with competencies in Microsoft office suite, and demonstrated expertise in the use and management of database systems including the back end development and training of the workforce in the use of the administrative systems.
- 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.

Desirable

- Previous experience in the social and community services sector.

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** _____