

Administration Assistant Lotus Support 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. 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 Assistant

Team

Lotus Support Services

Reports to

Regional QLD Manager

Line Manages

N/A

Classification/Award

Level 2/3 SCHADS

Talkin

Regional QLD Manager

Based at

Rockhampton

Backup when absent?

NQ Coordinator

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 the Administration Assistant, 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.

Key Responsibilities

- Provide administrative and operational support to Lotus Support Services Central Queensland
- Reception duties – answering and directing calls, ordering stationary, and 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, and 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.
- 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.
- 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.
- All other duties included but not limited to the administrative role

Stakeholder Engagement

This position as part of a team engages with the following organisations and individuals:

- Participants
- Lotus Team
- Organisational Services and
- Other Micah Team

Criteria and Conditions

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

Essential

- High-level organisational and administrative skills
- 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 people who experienced childhood abuse in institutional settings
- Strong written and verbal communication skills
- Strong IT capabilities including proficiency in Microsoft suite of products and experience using client databases and multimedia platforms.
- Experience working in a team.

Desirable

- Relevant administrative certificates or Tertiary qualifications

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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