



**Position Vacant
Admin Worker/Centre Support**

Permanent – 35 hours per week

**Monday to Friday
Pay and conditions SCHCADS Award Level 3**

About You

This is a front office position in a busy community centre where you will be the first point of contact. The role is varied and involves reception, admin, providing assistance to walk in clients and supporting the day to day operations of the centre. You need exceptional multi- tasking and organizational and administrative skills to support the day to day operations of the Centre and lend support to our small professional staff team.

You will be community minded, are an excellent communicator and have loads of initiative.

About the Opportunity

Support is to:

- Be the first point of contact for our clients and other service users
- Provide information to clients to assist them with their enquiries
- Positively interact with clients of our service
- Liaise with our centre based groups, teaches and facilitators
- Maintain all aspects of reception, admin and client services requirements

In addition to the above, some of the duties include:

- Maintain existing office systems and procedures and develop new systems and procedures as required
- Co-ordinate IT needs of the organisation
- Collect and maintain daily client statistical data in line with TEI (Targeted Early Intervention) Guidelines and prepare reports for funding body as required
- Source and maintain up-to-date information resources for clients
- Maintain booking schedules for clients, events, activities and hall hire
- Liaise with the Centre's volunteers and develop and monitor volunteer rosters

- Assist the Centre's WDO (Work Development Order) clients to register with the program and log their participation on the Revenue NSW portal and maintain statistical data
- Provide support for the Food Share Program
- Attend to maintenance issues of the Centre including liaising with council and contractors and maintaining the Services & Maintenance Schedule
- Update and maintain the Centre's client information display system
- Update our social media platforms

Other skills and requirements:

- Friendly, approachable, conversational
- Patient, good listening skills
- Reliable and responsible
- Interacts positively with clients
- Quick thinker and problem solver
- Respectful of privacy and personal information
- Ability to work out of hours if required
- Ability to relate to people from all walks of life and cultural backgrounds

IMPORTANT - You must address each point of the Essential and Desirable Criteria below on a separate document entitled **Statement of Selection Criteria** in order for your application to be considered

Essential Criteria

To be successful you will have:

1. Tertiary qualifications (minimum Cert IV completed) in Community Services, Business Administration or related discipline
2. Demonstrated client service and problem solving skills
3. Demonstrated understanding of the particular needs of and challenges faced by clients from diverse communities, and demonstrated capacity to effectively support clients from CALD backgrounds
4. Demonstrated ability to plan, organise, set priorities and meet deadlines
5. Sound administrative skills including competence with Microsoft Word and technology
6. Excellent verbal and written communication skills
7. Access to a motor vehicle and a current drivers NSW Driver's Licence
8. Australian Permanent Residency

Desirable Criteria

The following is also highly desirable:

1. Prior work experience in the not for profit sector
2. Fluency in a second language

Who are we?

Our Vision

An inclusive, empowered, and engaged community

Our Values

Ethical: We work in a way which is honest, right, and fair

Socially Just: We advocate for equality. We support people to improve their lives and claim their human rights.

Inclusive: We work to create a community where everyone feels they belong, no matter who they are, where they are from, or what their life journey has been.

Collaborative: We promote genuine community engagement and participation. We listen to the community so we can continually improve. We build partnerships, and collaborate with our colleagues inside and outside of the organisation.

Creative: We use our imagination, energy, and resourcefulness to find new and innovative ways to achieve our Vision

Sustainable: We operate in a way that supports environmental, social, and economic sustainability.

Our Services:

- Information and referral to members of the local community
- Programs and activities that meet the needs of the local community
- Provide low income individuals with free TAX HELP assistance
- Provide the community with access to free fresh food
- Provide free or low cost activities for children and youth
- Provide professional counselling for individuals and families
- Provide a 'drop in support' service for vulnerable clients
- Provide the WDO (Work Development Order) Program
- Provide a range of groups including a playgroup, social, educational & life skills groups
- Provide all residents and visitors with a welcoming, helpful and informative Centre
- Community events to bring the community together

What do we offer?

You'll be part of an inclusive, fun, collaborative and supportive work culture that strives to make a positive contribution to our community.

We offer professional development opportunities and professional supervision

We offer an additional 3 days paid leave at Christmas, time in lieu, travel reimbursement, Salary Sacrifice and access to a large car park.

How to apply

Ensure your application consists of the following documents:

1. **A current Resume**, stating:
 - Full name
 - Street address
 - Mobile phone number
 - Email address
 - Two recent Work Referees, one of which is a direct Manager/Supervisor.

2. **A short introductory cover letter** (half page).

3. **A Statement of Selection Criteria** answering each point of the Essential and Desirable Criteria.

Post or email your application to:

The Executive Officer

PO Box 164

Greenacre NSW 2190

Email: eo@gacc.org.au

Enquiries to the Executive Officer on 9750 7982

Closing Date: 5pm, Monday 18 February, 2019.