

Illawarra Aboriginal Corporation

Information Pack – Casual Administration Assistants



Position:

This information package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter
- A copy of your **Confirmation of Aboriginality** (if listed an essential criteria)

Closing Date: 10am Monday 3rd June 2019

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: HR Manager PO Box 5457, Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
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Position Details:

Term	Casual
Locations	102 Auburn Street, Wollongong Cultural Centre 22 Kenny Street, Wollongong Warrigal Employment, 1 Bakers Lane Windang
Award	Social, Community, Home Care & Disability Services Industry Award (SAHSDS) 2010 Level 2
Pay	Depending on skills & experience from \$26.21 per hour plus Casual Loading and superannuation
Designated Position	<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i>

Selection Criteria:

A detailed response to the below selection criteria **must** be included with your application

1. Demonstrate your experience in a similar administration or office support position.
2. Provide details of your understanding and ability to engage with and work within the local Aboriginal Community.
3. Demonstrate with examples interpersonal skills including experience working with people at all levels of an organisation.
4. Provide details of your computer skills including database entry, word processing and Microsoft Office suite of programs.
5. Demonstrate with examples a proactive and adaptable work ethic, with ability to juggle multiple projects and issues with conflicting deadlines.
6. Explain your understanding of Work Health & Safety obligations.

Overview

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

Some of the programs that the IAC deliver are;

- Myimbarr - Permanency Support Out of Home Foster Care
- Housing – including Social Housing, Going Home Staying Home (GSH) and Koori Strong
- Warrigal Employment - Aboriginal Employment, Training and Community Support.
- Aged & Disability – Home care for Elders within the community as well as assisting community members with disability through the Ability Links program
- Noogaleek Children’s Centre and Winnanggay preschools support the Educational, Health and Welfare needs of children and families attending our service
- Cultural Education and related services including Confirmation of Aboriginality, Emergency Relief, facilities hire and general assistance to the community

Position Purpose

The casual Administration Assistants are responsible for providing effective and efficient administration support to the Illawarra Aboriginal Corporation programs and providing friendly, courteous professional reception services to enquiries the IAC receive via telephone and in person. The casual Administration Assistants may be called upon during busy times or when staff are absent to provide administration support at the office in Auburn Street, the Cultural Centre at Kenny Street and Warrigal Employment at Bakers Lane, Windang.

Key Accountabilities & Responsibilities

- Confidentiality and privacy is of paramount importance due to the information this position will be party to.
- Answer incoming calls for the IAC and face to face enquiries in a polite and professional manner directing the enquiry to the relevant person. Handle less complex issues including providing general information about programs and services.
- Take messages for staff when absent or busy ensuring all relevant information is obtained and checked including but not limited to name of caller, organisation, purpose of call and their contact number
- Work with Managers and other administration staff to ensure that the general administration of the IAC is effective and efficient
- Provide general efficient administrative support to the IAC Staff. Support services include but are not limited to preparation of documents, report preparation, photocopying, filing, data entry and general assistance when urgent matters arise
- Ensure booking system for IAC fleet of vehicles is utilised and staff collect and return keys to the correct vehicles as per the schedule
- Carry out regular inspections of vehicles, taking note and photos of any damage and monitoring kilometres to identify when scheduled services are due
- Arrange for cleaning of vehicles as required
- Conduct research, obtain quotes for products and services as requested by IAC staff. Ensuring the best possible service and price are obtained for the IAC
- Maintain office systems including mail registers, filing processes etc.
- Ensure administration filing is up to date and documents are filed in correct chronological order
- Collect of mail from the Post Office on a regular basis
- Ensure mail is date stamped upon receipt. Deliver mail and faxes to the appropriate person ensuring documentation is in a safe place and confidential information is not openly visible
- Record outgoing mail details on register (when information on contents is available) in the shared register Ensure outgoing mail is posted at the end of each day.
- Assist with the coordination of meetings and events. Book meeting room or appropriate venues, organise catering as required
- Ensure Meeting rooms are booked correctly, review bookings at the start of each week and each day. Ensure meeting rooms are kept clean and tidy at all times
- Compile requests for office supplies placing monthly and adhoc orders and conducting research, sourcing items and best pricing as requested

- Ensure that reception areas are kept clean and tidy with a high level of presentation at all times
- Provide general administrative support to internal and external clients utilising the services of the Cultural Centre and Warrigal Employment.
- Administer Emergency Relief Services and bookings at the Cultural Centre ensuring processes and rules are followed and all requests for assistance and provision of assistance are recorded
- Liaise with Emergency relief clients attending the Cultural Centre in a professional courteous manner at all times. Take time to listen to their situation and provide assistance in accordance with the processes. Where appropriate refer to IAC or other external agencies for further assistance
- Maintain records of any inappropriate behaviour from clients and other visitors. Provide reports on such behaviour on a weekly basis to management
- Clients behaving in an inappropriate manner should be asked to immediately leave the premises. Intimidating behaviour should be immediately reported to the Police
- Assist with requests and administration relating to Confirmation of Aboriginality. Ensure forms are completed correctly, collated and passed to the Board to review in time for next scheduled meeting
- Contribute along with all staff to ensuring that the kitchen areas are clean and tidy at all times
- Notify the Manager of any concerns, identified conflicts of interest, significant over or under utilisation or other contentious issues that may impact upon Clients or the IAC as soon as possible.
- Develop and maintain good working relationship with IAC team members and other external stakeholders that are in frequent contact with the organisation.
- Maintain a current and full understanding of Confidentiality Policies and Procedure.
- Participate in organisational events and training and development
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace
- Carry out other duties as may be directed by management that are within your competency or training
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
Managers	Daily to share information and provide regular updates on issues and to receive guidance on related issues Provide information, advice and contribute to decision making Identify emerging issues/risks and their implications and propose solutions
Team members and other internal stakeholders	Daily to share information as appropriate and receive and provide advice on related issues Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines and develop solutions
External	
Clients, Agencies, Organisations & other Stakeholders	Provide general assistance when possible, provide information when appropriate or pass on queries to other IAC staff when required. Assist with queries and build professional business relationships

Key Performance Indicators

- General administration and the reception runs smoothly and efficiently at all times
- Meeting rooms are tidy, organised and booked in accordance with procedure
- Reception areas are clean, tidy and professionally presented
- Meeting room bookings are reviewed, assistance is provided to set up and room is returned to normal layout at completion. Rooms are left clean and tidy with all food, cutlery and paperwork removed.
- Professional, courteous greeting of clients is provided ensuring professional first impressions via telephone and in person
- Improvements to processes and procedures are proactively identified and passed on to relevant staff or managers
- Take responsibility for and manage assigned tasks and projects ensuring completion within required timeframes
- Immediately report all incidents or concerns subject to mandatory reporting requirements. Complete required paperwork as soon as possible
- Attend required meetings, scheduled training and development events.
- Obtain consistently positive feedback from peers, managers, carers, CYPs and external stakeholders.

Qualifications & Skills

Essential

- Demonstrated experience in a similar administration or office support position
- Understanding and ability to engage with and work within the local Aboriginal Community
- Excellent interpersonal skills including experience working with people at all levels of an organisation
- Strong computer skills including database entry, word processing and Microsoft Office suite of programs
- Qualifications in Business Administration, Community Services or related field
- Proactive and adaptable work ethic, with ability to juggle multiple projects and issues with conflicting deadlines
- Understanding of Work Health & Safety obligations
- Flexibility to attend work at short notice

Desired

- Knowledge of Out of Home Care, Social Housing, Aged Care, Disability Services or related industry
- Current First Aid Certificate

Mandatory Requirements

- Confirmation of Aboriginality (to be provided with your application)
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check for paid employment
- Current National Criminal History Police Check

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