



EMPLOYMENT PACKAGE

PO Box 69
34 Bay Terrace
Wynnum 4178
Ph: 3393 4176
Email: admin@babi.org.au
Website: www.babi.org.au

Thank you for your interest in applying for a position with BABI Youth & Family Service. BABI is an Equal Opportunity Employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

THE POSITION DESCRIPTION

The Position Description should be read carefully as it details the requirements and duties of the position.

Please note that, in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have actually used the particular competency or skill and can give and discuss examples of this use.

YOUR APPLICATION

The application is to include the following:

- a) **A single page cover letter**
- b) **An Expression of Interest letter** (max. 2 pages) that clearly articulates with examples, your abilities and experience that you believe best qualifies you for the advertised position.
- c) **A resume/curriculum vitae** including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

NOTE: Responses to selection criteria and referee checks are only required if you are invited to attend an interview.

Email to: gm@babi.org.au
Due by: **12 noon Monday November 1, 2021**

Any further queries, contact Emina – phone: 3393 4176 ext 25

BABI OFFICE HOURS ARE: Mon-Thurs - 9:00am- 5:00pm

SHORT-LISTING PROCESS

Initial short-listing is based on your expression of interest letter and your resume/previous experience. Short-listing will occur within one week of the closing date.

If you have not been short-listed you will be advised of this in writing as soon as possible.

INTERVIEW PROCESS

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you will be provided with a copy of these questions fifteen minutes prior to your interview.

Questions are aimed at testing your knowledge and skill and may include scenarios to which you will need to respond. You should answer each question fully and succinctly, as the panel will see it as your responsibility to give all the factual evidence to support your application.

You will be offered time to ask any other questions you may have at the conclusion of the interview.

REFEREE CHECKS

It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position.

At least one referee should ideally have been a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process please raise them during your interview.

Reference checks are used to supplement the final selection decision.

SELECTION

If you are selected for the position you will be first contacted by telephone. You will be offered the position and should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment.

If you are not selected following your interview, you will be advised of this in writing within two working weeks of the interview.

AGENCY PROFILE

BABI is a small-medium community based incorporated association providing a holistic response to young people and their families within the Bayside (Wynnum/Manly) and Redlands communities. Clients include young people and young parents (aged 16-21 years) who are homeless or at-risk, other young people (12-25 years) and the families of teenagers. BABI has been in operation since 1983.

BABI upholds the values of empowerment, integrity, innovation and excellence and is committed to collaborative work at all levels.

Our Vision:

“Building safety, wellbeing, independence and participation across the community.”

Our Mission (Purpose):

To provide specialist accommodation for youth experiencing homelessness in Wynnum, Manly and the Redlands area together with wrap-around services designed to enable youth to engage effectively with their education, family, work and community.

For more information, visit the BABI Website: www.babi.org.au

ORGANISATIONAL CONTEXT

BABI Youth & Family Service is committed to providing high quality accessible, respectful and participative services to homeless or at risk young people, young parents and the families of children and teenagers. Principles of honesty, transparency, respect, social justice and strengths-enhancement underpin all practice at BABI.

BABI currently operates five programs:

- Youth Accommodation - Specialist Youth Homelessness Service
- Family Support
- Youth Support
- Youth Engagement – LINX Youth Space
- Get Set For Work

Senior Administration Officer	
Reports To:	General Manager
Direct Reports:	Nil
Key Liaisons:	BABI Team, Finance Officer, Service Providers, Service Users, community members, people requesting services,

Key Focus Areas

- **Reception**
- **Finance**
- **Office Administration**
- **Team Contribution**

Role Purpose
To provide administrative and operational support to the business to ensure it runs efficiently and smoothly.

Organisation Profile	
<p>VISION</p> <p style="text-align: center; color: #0070C0;">“Building safety, wellbeing, independence and participation across the community”</p> <p>PURPOSE</p> <p style="color: #0070C0;">To provide specialist accommodation for youth experiencing homelessness in Wynnum, Manly and the Redlands area together with wrap-around services designed to enable youth to engage effectively with their education, family, work and community.</p>	<p>VALUES</p> <p>EMPOWERMENT: We empower people to develop greater confidence, to take more control of their own lives and become stronger and more independent.</p> <p>INTEGRITY: Honesty, reliability and accountability are at the core of our organisation. We stay true to our word. We encourage transparent and open communication.</p> <p>INNOVATION: We are creative in our delivery of services to and in our community. We put people at the centre of their own lives and they identify, reach for and obtain their own goals and aspirations.</p> <p>EXCELLENCE: People receiving our services are at the centre of all the decisions we make. We are dedicated to high standards of practice and service delivery.</p> <p>COLLABORATION: We are committed to developing and maintaining strong partnerships for the ongoing benefit of our service users and the wider community.</p>

Your Key Focus Areas	
Area	Key Success Indicator
Reception	All internal and external stakeholders are adequately supported and benefit from a positive reception experience.
Finance	Finances are maintained through effective management of receipts and payments.
Office Administration	High-level administrative support is provided accurately and within specified timeframes to assist with smooth day to day operations of the organisation.
Team Contribution	Support of and contribution to a highly productive BABI team in achieving high quality outcomes.

What You Need To Succeed

- Qualifications in Business Administration or equivalent and/or significant relevant demonstrated experience
- A current 'Working with Children' Blue Card (or ability to obtain)
- Previous experience in a front office/accounts role
- Proven ability to build rapport with a wide range of stakeholders
- Experience in Front office/Reception management
- Ability to assist staff who have limited technical and practical computer knowledge - essential
- Experience in preparing correspondence and other written materials - essential
- High level MYOB and Microsoft Office skills
- Strong attention to detail and high level of organisational skills
- High level written and verbal communication skills and accuracy
- Demonstrated ability to manage competing priorities effectively
- Ability to work under minimal supervision - essential
- Contribute to a positive, welcoming and constructive attitude/culture towards clients and the organisation
- Demonstrated broad knowledge and understanding of working in community organisations and knowledge about working with disadvantaged youth and families – desirable
- JP- desirable
- First Aid - desirable
- Current Driver's License

Delivering Results

Reception

Key Success Indicator	Achieved By:
<p>All internal and external stakeholders are adequately supported and benefit from a positive reception experience.</p>	<ul style="list-style-type: none"> • Presenting a professional image in all interactions with clients and relevant stakeholders • Ensuring all visitors are greeted in a polite, welcoming and professional manner • Reception duties • Answering and responding to all incoming calls and inquiries (clients, stakeholders and individual) in a timely and professional manner and redirecting calls and messages accurately and to the correct staff • Provide an appropriate initial response to all intake/incoming referrals in accordance with BABI intake policies and procedures and as is consistent with the scope of your administration role. • Screening calls to determine whether they meet the eligibility criteria for BABI's programs • Referring enquiries to other services if not within BABI's service offering • Responding to email queries within 48 hours to provide prompt customer service • Maintaining high level knowledge regarding a range of services and support that can be provided to clients

	<ul style="list-style-type: none"> • Maintaining all directories and resources with up to date and accurate information that contributes to BABI providing a streamlined service to clients
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Finance	
Key Success Indicator	Achieved By:
<p>Finances are maintained through effective management of receipts and payments.</p>	<ul style="list-style-type: none"> • Processing accounts receivable • Prepare and process accounts payable cheques and electronic fund transfers by the required date • Administer the petty cash system and ensure appropriate record keeping and conducting monthly reconciliations • Investigating any discrepancies or variances for petty cash • Conducting banking on a regular basis • Maintain accurate daily cash flow • Bookkeeping • Preparation of financial records/reports as required by the Finance Officer • Input data and coding for all invoices and expense transactions accurately, efficiently and in a timely manner • Input financial information into MYOB accurately and on time • Reconcile invoices in accurate manner • Monitor accounts to ensure payments are up to date • Complete ad hoc tasks and reports from time to time • Maintain a filing system for all accounts payable financial documents • Assisting the Property/Intake Officer in monitoring and providing information regarding rental payments and bonds • Assist the Finance Officer in the monitoring budgets and forecasts as directed • Assist the Finance Officer in monitoring the performance of BABI to meet the required financial targets and assist with implementing the required interventions • Assist the Senior Finance Officer in complying with and maintaining current financial regulations and controls • Comply with BABI’s Financial policies and procedures

Office Administration

Key Success Indicator	Achieved By:
<p>High-level administrative support is provided accurately and within specified timeframes to assist with smooth day to day operations of the organisation.</p>	<ul style="list-style-type: none"> • Providing administrative assistance to Managers and BABI Team as required • Overseeing the inbox and filing emails • Collecting and distributing mail to staff • Processing/recording and distribution of incoming and outgoing mail to staff • Coordinating the distribution and collection of paperwork for new team members • Assisting and coordinating diaries and calendars for BABI staff • Completing stocktake once per week and ordering stationery and supplies as required • Undertaking general kitchen maintenance on a daily basis • Ensuring all meeting rooms are prepared in advance and upon completion of client meetings • Developing and implementing new processes to assist the overall efficiency of operations • Ensuring that BABI vehicles are correctly booked through calendar requests • Organising the servicing of BABI vehicles as per log book • Minute taking for BABI meetings ie Staff Meetings, Board Meetings, AGM etc • Collation and distribution of minutes, reports and other documents • Assistance with preparation of Board papers as required • Coordinating internal events such as birthday celebrations • Provide practical support/resolution of basic issues arising out of day to day use of technology/equipment • Support the organisation to prepare for meetings, projects and events • High level word processing and preparation of reports and other materials • Filing, scanning, printing, faxing, photocopying, binding – documents, etc. • Order equipment, materials and office supplies as required • Maintaining a high standard of cleanliness in the office and kitchen • Catering for meetings and other activities • Assist with BABI Team Building and Training Days • Assist with BABI Fundraising activities, as required and under the direction of General Manager • Assist in matters relating to marketing and publicity for the organisation, including updates and distribution of BABI program/service brochures • Maintain the administration filing system, databases and registers ie BABI Membership, Blue Card etc • Assist with preparation for signing new lease agreements in accordance with legislation and BABI Specialist Youth Housing Service Policies and Procedures • Archiving • Provide administrative support for matters relating to the premises and

	operations including security, vehicles, opening, insurance and transport
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Team Contribution	
Key Success Indicator	Achieved By:
<p>Supporting and contributing to a highly productive BABI Team in achieving high quality outcomes.</p>	<ul style="list-style-type: none"> Participating in regular supervision in a reflective manner with the General Manager Actively participating in the annual performance and development planning process with the General Manager Accessing and engaging in professional development activities and learning opportunities identified during annual performance development and planning process and other opportunities discussed with and agreed to by the General Manager Contributing to the achievement of a productive, respectful, and supportive team and team culture Actively participating in organisational activities such as internal meetings and other Planning Days to assist in ensuring that BABI and the Team achieve our purpose. In high workload situations, provide assistance to other BABI staff as requested by or agreed to by the General Manager. Actively support and participate in BABI’s vision and future directions, and commitment to excellence in service delivery Work within the requirements of BABI’s organisational and program Policies and Procedures Relate to and communicate with all BABI staff/volunteers/students in a professional, positive and constructive manner and be responsible for personally contributing to a positive organisational culture Work collaboratively with all BABI programs as applicable Contribute to a safe work environment, and report any potential or actual WHS issues in a timely manner Participate in BABI’s vision and future directions, and commitment to excellence in service delivery.

KEY SELECTION CRITERIA

Competency in the following areas is required:

SC1 Relevant qualifications in Business Administration in youth/community sector, or other relevant experience.

- SC2** Demonstrated high level administration and computer knowledge and skills
- SC3** Demonstrated ability to engage, communicate and work effectively with other staff and a range of stakeholders (ie government departments, other organisations, service users)
- SC4** Good understanding of basic finance systems and processes ie petty cash, accounts payables/receivables, reconciliations etc
- SC5** An understanding of working with and relating to at-risk disadvantaged and vulnerable young people, and the challenges/ issues they face.
- SC6** Proven ability to work autonomously (time/self-management) and as a member of a multi-disciplinary team, effectively managing own workload

CONDITIONS OF EMPLOYMENT

This is permanent part-time position (31 hours per week), classified at Level 3, and is paid in accordance with the Queensland Transitional Pay Equity Order derived from the Queensland Community Services and Crisis Assistance Award. The terms and conditions of employment are those applying under the Social, Community, Home Care and Disability Services Industry Award 2010 in conjunction with the National Employment Standards. The NES and Award/Agreement are not incorporated into this document as BABI is already required to provide these terms and conditions to their employees.

Participation in BABI events/activities/meetings which from time to time will involve some weekend/out of normal hours work.

PERFORMANCE MANAGEMENT

Probationary and annual performance appraisals in accordance with the organisation's policies & procedures, strategic directions and operating principles will be conducted.