**POSITION DESCRIPTION**

**ADMINISTRATION AND INTAKE WORKER**

**About SUFY**

Speaking Up for You Inc (SUFY) is an independent Individual Social Advocacy Organisation for people with a disability who live in Brisbane, Moreton Bay and Redlands regions. SUFY protects and defends the human rights of vulnerable people with disability through individual advocacy to address injustices and make a positive and sustainable difference to their lives.

Its key principles are:

1. Human rights: SUFY will promote, protect and defend the lives and the human rights of each person with disability whom we support in an advocacy relationship.
2. Social Justice: SUFY will operate in ways that support the achievement of rights, equity, access, participation and equality in our advocacy work with each person.
3. Inclusion in Community Life: SUFY will operate in ways that value and support the inclusion of people with disability in the life of their diverse communities.

SUFY is a small special-purpose organisation – although its income and staff numbers fluctuate over time, it generally has a financial turnover of between $500k and $1m and a staff team of 10-15.

**The Role**

This Administration and Intake Worker (AIW) position is predominantly an Intake Worker role, acting as the first point of contact over the phone, via email and in person. Some administrative duties will also be required.

Initially the position will be based at our office in West End. Some work from home options are available and can be negotiated with the Manager.

The role is shown within the accountability structure of SUFY below.

The key elements of the role are shown in the following diagram.

The following outlines these roles in more detail:

***Office Management***

The Administration and Intake Worker will be responsible for the following, with the support and collaboration of the other staff:

* Establishing and maintaining SUFY’s administrative systems including IT, paper records and information systems.
* Overseeing the operation and maintenance of office equipment, problem solving issues and overseeing external maintenance contracts and arrangements.
* Working with the other AIW and other staff to ensure phone and reception coverage during office hours.
* Managing petty cash and minor equipment and supplies purchases.
* Overseeing key office systems such as vehicle, equipment and room bookings.
* Any other tasks related to the management of the office.

***Data and Systems Management***

The Administration and Intake Worker will be responsible for the following:

* Collating service data for the purposes of funding accountability.
* Ensuring records are up to date and are appropriate for quality assurance and accreditation purposes.
* Ensuring the timely availability of data and reports for funding bodies, accreditation audits and the Management Committee.
* Keeping HR records including records of appointment dates, leave dates, professional development and the completion of performance reviews.
* Supporting other staff to carry out their data and record keeping tasks.

***Administrative Support***

All staff at SUFY are expected to be largely self-sufficient in their administrative tasks. The Administration and Intake Worker will be responsible for the following:

* Supporting staff to upskill in the use for various computer applications and systems used by SUFY, to improve efficiency and reduce the time taken on administrative tasks.
* To support the Manager and staff with the preparation of complex documents such as funding applications, policy submissions and tribunal submissions, and data analysis to support these tasks.
* Supporting the Manger and Management Committee with the preparation and circulation of reports and minutes.
* Supporting the Finance Officer with the maintenance of financial records and payment of accounts where needed.

***Client Intake***

The Administration and Intake Worker is not expected to act as an advocate or to make complex decisions about individual advocacy. Their initial intake role includes the following:

* Taking initial contacts from clients, by phone or in person, and making an initial assessment as to whether they are eligible for advocacy support based on a basic set of criteria.
* For those who are not eligible for advocacy, provide feedback as to why this is the case and where they may get support for their needs.
* Where a person is eligible, recording the details of this assessment and passing the referral on to the advocacy workers for action.
* Where it is not clear whether the person is eligible or not, passing the details on to the advocacy workers for further assessment and decision.

**TERMS AND CONDITIONS**

SUFY employees are employed under the conditions of an Enterprise Bargaining Agreement.  The Administration and Intake Officer's role is part-time, 3 days per week, with the ability to work 5 days on occasion when the other AIW is unavailable. This position has a funding contingent continuing employment provision that employment will continue only if funding for the position is available. Pay and conditions are equivalent to Level 4 of the Social, Community, Home Care and Disability Services (SHCADS) Industry Award.  Work from home options may be available and can be negotiated with the Manager.