

# BDVS Administration Assistant

Brisbane Domestic Violence Service



## 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

<b>Position Title</b>	<b>Team</b>
BDVS Administration Assistant	Brisbane Domestic Violence Service
<b>Reports to</b>	<b>Line Manages</b>
Team Leader	N/A
<b>Classification/Award</b>	<b>Talkin</b>
Level 3, SCHADS 2010	Team Leader, Safer Triage and Response
<b>Based at</b>	<b>Backup when absent?</b>
West End	Safer Triage and Response

## Brisbane Domestic Violence Service (BDVS)

BDVS is the specialist domestic violence service for the Brisbane metropolitan region. BDVS is funded by the Department of Families, Seniors, Disability Services and Child Safety to provide free and confidential services to adults and children who have been impacted by domestic and family violence. BDVS has a focus on achieving safety and stability for the individuals and families that we support.

Working from contemporary evidence based best practice models, BDVS provides an array of services including crisis and case management, outreach, groups, safety planning, court support, information and referral, programs for men who perpetrate DFV, and psycho-social education on the dynamics of domestic and family violence.

BDVS is committed to ensuring the service is accessible and inclusive by providing outreach and mobile services that meet people in locations which are safe and suitable to their circumstances, whether that be at home or in the community.

In leading the Brisbane Region High Risk Team and promoting cross-agency partnerships and collaborations at a local level, BDVS works within an integrated response framework across all programs and activities. An integrated service response aims to facilitate and coordinate appropriate and consistent responses to women and children affected by domestic and family violence and provide consistent responses to perpetrators that support victim safety, including appropriate responses for victims in high-risk situations.

BDVS is committed to recognising diverse relationships, family structures, and unique circumstances of each person's experience in the context of culture, socio-economic status, health and disability status, and sexual orientation.

# Position Description

## As the Administration Assistant, you will...

Play a vital role in supporting the operational and administrative functions of the Brisbane Domestic Violence Service. This position ensures the smooth and efficient functioning of daily office operations, supports frontline staff, and upholds a professional, trauma-informed environment for participants.

### Interactions and Relationships

#### External

- Stakeholders
- Emergency Services
- Community Services
- Participants

#### Internal

- Organisational Services
- Other Micah Teams

#### Partnerships

- Government and Non-Government services working within an integrated response to DFV throughout the Brisbane Region

### Key Responsibilities

#### Service Delivery

- **Administrative Support:** Provide comprehensive administrative assistance to BDVS teams including data entry, calendar management, document preparation, and maintaining filing systems (digital and paper-based) and managing mail processes, including collecting, sorting, distributing, and preparing outgoing correspondence
- **Participant and Staff Communication:** Coordinate multiple email accounts, and front-desk enquiries with professionalism, discretion, and cultural sensitivity, always ensuring participant confidentiality and safety.
- **Record Keeping and Data Management:** maintain participant records, meeting minutes, intake registers, and reporting templates in accordance with organisational and legal requirements.
- **Resource Management:** Monitor and order office supplies, manage stationery and participant resource inventory, and liaise with external providers for equipment and maintenance needs.
- **Compliance and Confidentiality:** Uphold Privacy and DFV legislative requirements, mandatory reporting, and standards, ensuring all actions are trauma-informed and participant-centered.
- **Support to Team:** Provide practical support to case workers, team leaders, and managers to enable frontline workers to prioritise participant needs effectively. Demonstrate a proactive approach by anticipating team needs, identifying potential issues or improvements, and suggesting improved administrative solutions to support smooth day-to-day operations
- **Cultural Awareness and Sensitivity:** Demonstrate an understanding of gender-based violence and a commitment to culturally safe and inclusive practice, particularly for First Nations peoples and people from diverse backgrounds.
- **Commitment and contribution to a safe workplace** as per the Work Health and Safety Act 2011, including compliance.

- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

#### Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

#### Collaborative practice

- Provide administrative support for team meetings, including booking venues, coordinating catering, setting up and packing down spaces, and ensuring all logistical requirements are met.
- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

#### Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.

## Criteria and Conditions

#### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card     APHRA Registration

#### Driver's License

- Essential     Desirable

#### Travel

- Essential     Desirable

#### Assets Provided

- Work Computer     Work Phone  
 Pool Vehicle     Packaged Vehicle

#### Essential

- Relevant studies in Business/Administration and/or equivalent work experience.

- Knowledge and understanding of the nature, dynamics, and profound impacts of domestic, family and sexual violence.
- Supports individuals impacted by violence with compassion, dignity, and a focus on their rights, safety, and wellbeing.
- Advanced computer literacy and IT systems management, including data entry and reporting.
- Effective time management skills.
- High level interpersonal and intrapersonal skills, Demonstrated ability to build strong, respectful relationships with participants, colleagues, and partner services to ensure coordinated and effective support is provided.
- The ability to work flexibly and proactively in a team environment and autonomously with a commitment to the values and principles of Micah Projects.
- A current Positive Notice Blue Card for Child Related Employment.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## 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 \_\_\_\_\_