

POSITION DESCRIPTION

Service Administration Worker

Position Title:	Service Administrator
Service:	Brisbane Rape & Incest Survivors Support Centre (BRISSC)
Employer:	The Women's Community Aid Association Inc.
Status:	Fixed term part time contract till June 2027
Work Hours:	30 hrs a fortnight - Dec 31.2026 Then 15hrs a fortnight - January –June 2027
Pay Award & Classification:	Social and Community Services Employee Level 5.2

This position is primarily located at Woolloongabba office. It is expected that the worker will work between the hours 9am – 5pm, Monday to Friday. There are provisions for TOIL, and some flexibility that can be negotiated with the BRISSC Collective with reference to the worker's needs and the needs of the organisation. This position may occasionally require some after hours or weekend work as directed by the BRISSC Collective.

FUNDING

This position is contingent on recurrent funding from the Queensland Department of Justice and Attorney General. Should funding be discontinued, employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation will be fulfilled.

SUMMARY OF ROLE & EXPECTATIONS

This position is employed by the Women's Community Aid Association (WCAA), a company structure with legal and governance responsibilities for funding grants and contracts. The Worker is accountable on a day-to-day level to the BRISSC Collective, made up of all BRISSC workers. BRISSC provides services at 4 sites across Brisbane – Woolloongabba, Moorooka, Inala, and Geebung.

The Service Administrator is expected to work collaboratively with the BRISSC Collective which has responsibility for the day to day management of an effective, accountable, high quality service that reflects the philosophy, aims and objectives of the WCAA. All BRISSC workers are expected to exercise high level time management skills, demonstrate initiative and work autonomously where required, implement decisions relevant to areas of responsibility, engage in self-reflective practice and ensure accountability to the BRISSC collective and WCAA.

The worker is expected to engage in peer supervisory processes, annual performance reviews, negotiated external supervision and to be accountable for all aspects of their work at BRISSC.

DATES OF REVIEW

This position description may be reviewed following Performance Planning and Review processes.

Date review: January 2027

OBJECTIVE

This position will provide the administrative support required to enable quality services to survivors of sexual violence and the wider community.

KEY RESPONSIBILITIES

Office Administration

- Actively participate in work responding to administration phone and emails, and other duties as identified by Collective.
- Respond and maintain all admin emails and correspondence; including requests, information, news and updates to collective members
- Maintain, develop and update filing of BRISSC shared drive, hard-copy filing and other information systems.
- Respond to immediate safety needs of callers and/or women dropping in to the service when other staff are not available.

Collective Administration

- Update and maintain registers to ensure compliance with HSQF and WCAA. (Annual review and training register; Critical incidents; delegation of authority; authorised persons and drivers licence registers.
- Review and update all data collection methods on a regular basis.
- Organise maintenance of vehicles and equipment.

Workplace Health and Safety

- Ensure the maintenance of a safe and industrially sound work environment.
- Prepare and monitor a risk register.
- Maintain and update BRISSC key register and arrange for purchase and distribution of new and replacement keys with workers.
- Liaise with cleaners regarding shopping needs.

Promotion and IT, Equipment

- Maintain IT systems, including computers, telephones, mobile phone, and online accounts.
- Monitor and refresh service promotional materials and brochures
- Maintain stationery cupboard and office supplies at Richlands, Moorooka and Gabba.

Accountability

- Ensure Service Agreement (financial and activity) reporting requirements are met.
- Correspond with partner organisations in Inala, Northside and Yadjin Collective, as required.

COLLECTIVE/SHARED RESPONSIBILITIES

Service Planning and Evaluation

- Actively participate in organisational strategic and operational planning and budgeting.

Access and Equity

- Demonstrate commitment to principles of access and equity at BRISSC and within the broader community.
- Demonstrate cultural competency in all aspects of work.

Accountability

- Contribute to the development of a written report on work undertaken for the monthly and annual BRISSC report to the WCAA.
- Provide information necessary for reports to funding bodies as required.

Worker Employment, Training and Development

- Participate in worker selection panels.
- Participate in the review of position descriptions and selection criteria.
- Attend workshops, conferences and training in areas of relevance to BRISSC as negotiated with the Collective.

SELECTION CRITERIA

1. Highly developed feminist and best practice framework for providing information to women from diverse social and cultural backgrounds who have experienced sexual violence, including knowledge and skills in responding to the impacts of sexual violence.
2. Highly developed written skills for communication, negotiation, and interpersonal skills, including the ability to liaise with a wide range of stakeholders and external contractors.
3. Demonstrated experience in the administration of community organisations, including knowledge of government funding and reporting requirements, office filing, data collection and policy development.
4. Demonstrated information technology skills, including a comprehensive understanding of software packages such as Microsoft Office (Word, Excel, Outlook, Access) / telephone systems and the ability to troubleshoot basic IT problems.
5. Demonstrated self-awareness and critical reflection skills, including an analysis of power and privilege.
6. Demonstrated understanding of and commitment to a non-hierarchical, collective management structures and consensus decision making processes.
7. Highly developed time-management and organisational skills, including the ability to determine priorities and meet deadlines in the context of a multifaceted and demanding environment.
8. Hold a current, or be eligible to gain, a Positive Notice Blue Card.
9. Current 'C' class driver's license and capacity to drive in the greater Brisbane region.