

Administration Worker

Lotus Place



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

Position Title

Administration Worker

Team

Lotus Place NQ

Reports to

North Queensland Coordinator

Line Manages

N/A

Classification/Award

Full Time

Talkin

North Queensland Coordinator

Based at

Townsville

Backup when absent?

Regional Queensland Coordinator

Lotus Place

Lotus Place is a dedicated support service and resource centre for people who experienced childhood abuse in institutional settings, services are offered from three locations: - Brisbane, Rockhampton and Townsville. Lotus Place provides integrated peer support, advocacy, counselling and other support services to people who experienced childhood abuse in institutional setting. Services include:

- An information and resource centre and gateway.
- Personal and skills development opportunities.
- Support to access government and community services.
- Support to seek redress of past abuse through the criminal justice system, civil process or through church or religious institutional processes.
- Support people to obtain personal records, reconnect with family and trace history.
- Access to professional support and counselling services.
- Information and referral to other services.

Position Description

As a Administration Worker, you will...

work as part of the Lotus Place team to provide reception, administration, communications, and to assist with planned support services under direction of the NQ Coordinator.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Participants
- Stakeholders, including government and community services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Lotus Team
- Organisational Services
- Other Micah Teams

Key Responsibilities

Service Delivery

- Provide administrative and operational support to Lotus Support Services North Queensland.
- Reception duties – answering and directing calls, ordering of stationary, incoming/outgoing mail.
- Customer service including face-to-face, telephone and email with both Lotus Place clients and external stakeholders.
- Assist as required with newsletters and mail outs.
- Create and update financial records, client data bases, management of diaries and calendars.
- Coordinate fortnightly agenda and minute taking.
- Assistance as required with organising Lotus Place events and weekly peer support group meetings.
- Work collaboratively with team members in responding to the specific needs of individuals.
- To assist with record searching for people who experienced childhood abuse in institutional settings.
- Assist with tasks designated in individual case plans.
- Perform other duties as assigned by Supervisors.

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 organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Collaborative practice

- 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

- Minimum of 3 years' experience in a client or customer facing role preferably working with vulnerable people.
- Current understanding of, or commitment to develop an understanding of, the issues impacting on people who experienced childhood abuse in institutional settings.
- Strong written and verbal communication skills.
- High level organisational and administrative skills.

- Strong IT capabilities including proficiency in Microsoft suite of products and experience in the use of client data bases and multimedia platforms.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.
- 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 _____