

Position Description

Administration Officer

Location:	Gold Coast	Reports To:	Senior Administration Officer
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 3	PD Date:	July 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support.

About the program

Intensive Family Support (IFS) services combine a lead case management model with a collaborative coaching approach to assist vulnerable families to build their capacity to safely care for and protect their children. The purpose of IFS is to build practical skills, resilience and independence in families where referred concerns include parenting challenges, substance use, domestic and family violence (DFV), significant trauma history, or factors relating to disability or mental health. The IFS program

takes a child-centred and family-focused approach to working with families, predominantly within their home environment.

About the position

The Administration Officer provides reception and administrative support to team members and programs within the Gold Coast region and other locations as required.

Key responsibilities

- Provide efficient and professional reception services, including managing incoming telephone calls, visitors, correspondence and emails.
- Greet and assist clients, visitors and stakeholders in a professional, courteous and welcoming manner.
- Provide administrative and clerical support to the Regional Director, Program Managers, Program Coordinators and other team members.
- Process supplier invoices accurately and in a timely manner, ensuring appropriate authorisation, and compliance with organisational policies, funding requirements, and financial procedures.
- Maintain accurate client records and update information within the organisational databases and information systems.
- Maintain the secure handling and storage of files and organisational records.
- Liaise with suppliers to ensure office equipment, consumables and resources are adequately maintained and replenished.
- Perform routine financial administration tasks, including banking, petty cash reconciliation and timesheet administration.
- Accurately record financial transactions and assist with reporting requirements.
- Process brokerage payments and maintain brokerage records.
- Coordinate the maintenance of leased and owned company vehicles and premises.
- Provide administrative support for volunteer recruitment and volunteer activities.
- Assist in the preparation and coordination of meetings and functions, including minute taking.
- Maintain and improve office administration systems to support efficient service delivery.
- Manage incoming and outgoing mail.
- Keep the office environment, including the reception area, clean, organised and professionally presented.
- Ensure compliance with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Actively participate in regular supervision and Individual Development Plan (IDP) process.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other team members to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- Cert III in Business Administration or equivalent.

Skills and experience

- At least two (2) years' experience providing administrative support to a busy office, preferably in the human services industry.
- Proven strong administration skills and an ability to multi-task.
- A high level of proficiency using all Microsoft Office applications, and experience with accounting systems.
- Excellent communication and interpersonal skills.
- Well developed problem solving skills, with the ability to identify and resolve routine issues and escalate more complex matters as required.
- An ability to be part of a high-energy team in a challenging environment.
- Honesty and professionalism, with a respect for our clients and customers.
- Ability to work with people from diverse cultures.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.
- Flexibility to participate in an administration roster and provide reception and administrative coverage across morning and afternoons as operationally required.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.