

Position Description

Administration and Support Officer

Location:	Kawana Shoppingworld 119 Point Cartwright Dve. Buddina, Qld (and as negotiated)	Status:	Casual, 19 hours a week Including Saturday & Sunday
Reports To:	Hope Hub Lead	Salary:	SCHADS Award: Level 2.1
Direct Reports:	General Manager		

Purpose of the Position

Beyond DV are leaders in the Domestic and Family Violence Recovery and Healing space.

We offer a wide range of unique, evidence-based recovery programs & services for women and children who are rebuilding their lives after DFV. These programs are delivered from several Brisbane locations, including our HOPE Hubs, hidden recovery centres and Hannah's Sanctuary Transitional Housing Complex, by a highly skilled team of passionate staff who are committed to helping survivors achieve their potential.

Beyond DV is seeking to appoint a committed and motivated person to provide essential administrative support to our team.

In providing Administration support to the Counsellor and HOPE Hub Coordinator the Beyond DV staff member will be required to work at Kawana shopping centre in Buddina.

The Beyond DV Administrator will be required to participate in Beyond DV events and activities in support of Beyond DV clients, including assisting in program delivery and therapeutic group sessions, as required. All activities that the Administrator engages in and supports (including peer support groups) will operate within Beyond DV's Five Pillars of Recovery.

This position offers a rewarding opportunity to make a significant difference in the lives of individuals who have been impacted by domestic and family violence, contributing to their healing and recovery within a supportive, professional and psychologically safe team environment.

Our Vision, Purpose and Values

Vision: A world where women and children can live with gender equality and without fear of violence.

Mission: To empower and support women and children as they rebuild their lives after domestic and family violence. To actively encourage collaboration between organisations to raise awareness around the issue of domestic and family violence and to provide the most effective support for domestic and family violence survivors.

Values:

Listen and respond with respect and without judgement.

Embrace and acknowledge diversity and the benefits it brings.

Act with integrity and professionalism with all stakeholders

Work as a team with clients and other key stakeholders to achieve the best outcomes.

Develop a sense of community for clients in a safe and supportive environment.

Empower and inspire clients and the community through innovative programs and best practice.

Our Pillars of Work

Our programs and services address Beyond DV's "Five Pillars of Recovery" which we have identified from our hands-on work with individuals and families who have been impacted by domestic and family violence:

- 1) Social Connection
- 2) Legal Support
- 3) Health Support
- 4) Housing Support
- 5) Financial Rebuilding.

Key Responsibilities	Expectation
Organisational Administrative Support	Position Description Client Support and Reception • Provide reception duties including greeting clients and visitors, answering phones, and responding to general enquiries • Build and maintain positive relationships with clients, ensuring respectful and culturally safe engagement • Record attendance, appointments, and service delivery information accurately • Maintain timely and accurate client documentation • Support client engagement at events and activities as required Administration and Records • Maintain accurate electronic and paper filing systems, including scanning, photocopying, and mail distribution • Update client databases and organisational records. • Support compliance requirements, including HSQF registers, Blue Cards, and asset registers • Assist with financial and administrative processing, including uploading receipts to Xero Me • Update brokerage inventory Office and Hub Support • Provide administrative support to the HOPE Hub Coordinator and Counsellor as required • Assist with donations, storage management, and general hub coordination • Maintain clean and safe shared spaces, including kitchenette and office areas • Manage basic supplies, including purchasing essential items such as milk and staples • Dispose of waste and recycling as required • Follow organisational security and workplace procedures • Monitor the referral inbox • Networking to establish exposure in the community

Continuous Improvement and Development	Participate in Feedback Loops and Continuous Improvement Activities • Invite regular feedback from women engaged with Beyond DV services, including counselling services. • Provide regular updates to the Beyond DV General Manager and contribute to the continuous improvement of services. • Seek new ideas and embraces/adapts during times where change is necessary. • Evidence of continuous improvement activities in area of the responsibility. • Track improvements and areas for enhancement by feeding into a continuous improvement register. • Engage in ongoing professional development to stay informed of the latest research, therapeutic techniques, and best practices in DFV sector. • Actively participate in professional development opportunities and team processes, minimum attendance of 85%.
Workplace Health and Safety	• Adhere to Beyond DV security protocols. • Follow all safety protocols and manage identified hazards, ensuring a safe workplace. • Exhibit appropriate safety practices and encourage safe behaviours in day-to-day activities. • Demonstrate a commitment to being part of a psychologically safe work environment. Practice cultural humility in interactions with staff, clients and stakeholders.
Essential Requirements & Qualifications:	• Certificate III or IV in Business Administration (or similar) – desirable • Diploma in Business Administration or related field – advantageous • Relevant on-the-job experience may be accepted in place of formal qualifications • Demonstrated understanding of the dynamics of domestic and family violence and its impact on individuals and families. • Strong interpersonal and communication skills, with the ability to engage sensitively with clients from diverse backgrounds. • Commitment to ethical practice, confidentiality, and the principles of diversity and inclusion.

	• Positive Notice Blue Card or ability and willingness to obtain. • Knowledge of Queensland Domestic Violence Legislation, particularly the <i>Domestic and Family Violence Protection Act 2012</i>. (desirable) • Knowledge of the <i>Child Protection Act, 1999</i>. (desirable) • Right to work in Australia.
Other Relevant Information	• Willingness to be flexible with hours of work outside of normal business hours on occasion to meet operational requirements. • Willingness to travel for work related activities at times. • Willingness to undertake further training and development.
Skills and Behaviours	• Empathetic and compassionate, with a strong commitment to supporting individuals impacted by DFV. • Resilient, with the ability to navigate emotionally challenging situations. • A collaborative team player, capable of working effectively within multidisciplinary teams. • Innovative and adaptable, with a client-centred approach to counselling. • Demonstrated ability to work in fast paced, high demand and complex work environments, maintaining a calm and supportive disposition and good self-care practices in place. • Ability to implement strong and compassionate professional boundaries. • Works well under pressure, able to meet deadlines and stay calm in difficult situations. • Highly effective planning, organisational and problem-solving skills.
Experience	• 2+ years in a similar environment.