

Position Description

Administration Officer – Individual Support Services (ISS)

Location:	Townsville	Reports To:	Program Manager Individual Support Services
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 3	PD Date:	September 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. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the program

The Individual Support Services (ISS) program works in partnership with Child Safety to provide holistic trauma-informed support to children in the child protection system. The program works in close collaboration to deliver bespoke support packages informed by each child's needs and focuses on increasing the capacity of their support network to meet these. This ecological model provides

specialist attachment-based coaching and mentoring to carers and stakeholders, therapeutic care coordination, practical in-home therapeutic support, and specialised therapy and psycho-education based on a thorough assessment of the child and their support network. The program supports children who have experienced significant levels of toxic stress, trauma and adverse childhood experiences resulting in highly complex behaviour and attachment patterns indicative of intense cumulative harm.

About the position

As part of the Service Strategy and Growth Team, this role provides proactive administrative support to Individual Support Services (ISS) program and teams spread geographically across Act for Kids.

Key responsibilities

- Provide proactive administrative support to ISS teams spread geographically across Act for Kids.
- Support financial functions for the program.
- Prepare reports and assist with drafting documentation including procedures pertaining to the ISS program.
- Coordinate the secure handling and storage of files and sensitive documents.
- Coordinate meeting schedules including preparing and circulating agendas and meeting minutes.
- Accurate recording of financial transactions and reporting requirements.
- Process and maintain brokerage records.
- Facilitate maintenance of leased and owned company vehicles and premises.
- Ensure office systems are developed and maintained e.g. State Business Register; Monday.com etc.
- Manage incoming and outgoing ISS email.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Demonstrate a strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in line with relevant child safe principles, standards and legislation.
- Identify, report and respond to child safeguarding risks in accordance with organisational policies, legal obligations and established risk management practices.
- Comply with work health and safety legislation, policies and procedures, take reasonable care for your own health, safety and wellbeing and that of others, and report hazards, incidents and injuries as soon as practicable.
- Engage actively in regular supervision and the Individual Development Plan (IDP) process, contributing to continuous learning and professional growth.
- Maintain confidentiality and privacy in all matters relating to children, families, team members and organisational information.
- Undertake other duties reasonably requested by your manager, consistent with the responsibilities of the role.
- Contribute as a client and customer-focused, values-based team member who works collaboratively to achieve positive outcomes across Act for Kids.
- Model Act for Kids' values in all workplace interactions by being *professional, ethical, caring, courageous, collaborative* and *team* oriented.

About you

Qualifications

- Cert III in Business Administration or equivalent.

Skills and experience

- At least two years' experience providing administrative support to a busy office and multidisciplinary team, preferably in the human services industry.

- Proven strong administration skills and an ability to multi-task.
- High level of proficiency using all Microsoft Office applications and experience with finance systems.
- Excellent communication and interpersonal skills.
- Ability to be part of a high-energy team in a challenging environment.
- Honesty and professionalism, with a respect for ISS 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.

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.