

## Information for Applicants

Position:	<b>Administration Support Worker</b>
Employment Basis:	Permanent Part-time
Ordinary Hours:	Up to 21 hours per week, to be worked weekdays, days and times of work negotiable.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee - Level 4
Pay Rate Range:	\$43.08 to \$46.05 (depending on level of experience applicable to the role)

To apply, please provide:

- a cover letter, addressing all of the “selection criteria” outlined at the end of the attached Position Description;
- an up-to-date resume;
- contact details for two recent employment referees, one from a current or previous supervisor;
- your NSW Working With Children Check number and date of birth (for verification purposes);
- a recent Criminal Record Check if available.

Email your Application to [employment@warrina.org.au](mailto:employment@warrina.org.au) with the subject heading 'Administration Support Worker'.



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PO Box 2027 Coffs Harbour NSW 21450



## Position Description

<b>Position:</b>	Administration Support Worker
<b>Reports to:</b>	Finance & Governance Co-ordinator
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Social and Community Services Employee; Level 4
<b>Hours of Work:</b>	As per the Contract of Employment

### Position Context:

Warrina Domestic & Family Violence Specialist Services Co-operative Ltd (Warrina) is a not-for-profit organisation providing a range of support services for women and children who are experiencing domestic and family violence

The *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* is funded by Department of Communities and Justice under the Specialist Homelessness Service (SHS) program. The service provides crisis accommodation in the Women's and Children's Refuge, and case management and support services to women and dependent children affected by domestic and family violence and/or homelessness.

The *Coffs-Clarence Women's Domestic Violence Court Advocacy Service (WDVCAS)* is funded by Legal Aid NSW to cover the Coffs Harbour, Grafton and Maclean Local Courts. The service provides information, referral, advocacy and support to women and children who are experiencing domestic violence; co-ordinates the Safety Action Meetings for the Coffs-Clarence Local Area Command; and provides the Family Advocacy and Support Service and case management services. Staff operate from offices in Coffs Harbour and Grafton.

*Safer Futures* is funded and accredited by Department of Communities and Justice. The service delivers a Men's Behaviour Change Program, through individual and group sessions, and works with men who have used violence in their past or present relationships to reduce re-offending and address their use of violence. The program is supported by the Women and Children's Advocate, who provides a voice to the stories and experiences of family members impacted by a man's choice to use violence against them.

The *Staying Home Leaving Violence (SHLV)* program is funded by Department of Communities and Justice. The SHLV supports women and dependent children to remain in their homes after ending a violent relationship; providing case management and implementing physical security measures.

Warrina also undertakes a number of small grant-funded or partnership projects supporting women and children in the community.

Warrina is a co-operative governed by an elected Board of Directors who meet on a monthly basis. The organisation is a registered Charity and Deductible Gift Recipient.

### Purpose and Function:

The aim of the organisation is to provide a range of confidential, culturally and individually services to women and children who have experienced, or are experiencing, domestic and family violence, or who are homeless.

The Administrative Support Worker is responsible for supporting the financial management and reporting of the organisation, direct secretarial support to the Board of Directors and Co-operative, as well as coordinating general administration for the organisation.

All staff are required to work collaboratively and within a feminist framework.

The position requires a background in administration of a multi-service, board run organisation within the community sector, including experience supporting payroll, accounts payable, accounts receivable, financial reporting and budgeting as well as general office management and administrative tasks.

### **Core Responsibilities:**

- Manage key administrative functions of the organisation;
- Support the financial management of the organisation;
- Secretarial support for the Board of Directors and Co-operative;
- Support quality management activities for the organisation and its services as directed;
- Assist in the co-ordination of fundraising activities;
- Research and prepare documents in support of funding submissions;
- Day-to-day office management, administration and IT support of the organisation and its services;

### Financial Management

- Assist in the review and maintenance of systems and processes for the financial management of the organisation, ensuring compliance with relevant legislation;
- Review invoices and payment requisitions, and prepare payment of accounts in a timely fashion;
- Support the preparation of fortnightly payroll for all staff, including payment of Salary Sacrifice Fringe Benefits;
- Prepare banking of cash receipts;
- Support the management of cash flow and investments to maximise interest income;
- Support the preparation of financial reports for management, Board of Directors, funding bodies, and other parties as required;

### Co-operative Secretary

- Review, and maintain systems and processes for the management of Co-operative matters, and ensure compliance with Co-operative legislation;
- Maintain membership registers and other documents, and distribute notices to members as required;
- Collate, prepare, and distribute resources and documents for meetings of the Board of Directors and the Co-operative;
- Attend and take minutes for the meetings of the Board of Directors and the Co-operative.

### Quality Management

- Support the development of governance and planning documents for executive team and Board of Directors, including strategic plan, operation plan, and governance calendar;
- Assist with quality management activities, including asset stocktake, administrative systems audit, IT security audit, and workplace health and safety audits;
- Co-ordinate accreditation renewal activities, including those relating to: National Registration System for Community Housing; Specialist Homelessness Service accreditation; Child Safe Organisation compliance review; and Safer Pathways Information Sharing compliance review; and other compliance activities as they relate to the organisation and its services;
- Support the development, implementation, and review of policies and procedures for the organisation and its services, and demonstration of compliance with all accreditation, funding agreement, and legislative requirements.

### Fundraising and Funding Submissions

- Support the development of fundraising strategies and partnerships (in conjunction with the Finance & Governance Co-ordinator) to increase specific and general purpose donations to the organisation, ensuring compliance with fundraising legislation;
- Support the implementation of fundraising strategies and coordination of activities as directed;

- Research and report on potential funding and grant opportunities, and assist with preparation of submissions;
- Support the expenditure of specific-purpose donations and grants as directed.

#### Office Management and Administration

- Review, and maintain appropriate administrative systems, processes and documents for the organisation and its services;
- Maintain staff employment records and other documents, and distribute notices to staff as required;
- Collate, prepare, and distribute resources and documents for staff meetings;
- Attend and take minutes for staff meetings as directed;
- Assist with general office management, including ordering supplies and co-ordinating office maintenance.

#### General Responsibilities:

- Maintain an understanding of relevant legislation, funding guidelines and policies, including those relating to privacy, employment, tax, superannuation, worker's compensation, charitable fundraising and co-operatives. Maintain familiarity with current policies, guidelines, research, and other resources, as they relate to the organisation and its services;
- Comply with organisational policies and procedures;
- Prioritise workload and meet deadlines;
- Monitor and actively manage work and personal stressors to promote personal well-being in the workplace;
- Proactively engage in supervision and performance appraisals;
- Participate in staff meetings and staff development activities as directed;
- Work Collaboratively and communicate effectively with other staff, clients, management, other service providers and the community;
- Produce reports and documents as directed;
- Other duties consistent with the position, as directed by the Finance & Governance Co-ordinator.

#### **Key Accountabilities:**

- Demonstrate skills in financial management, secretarial duties, quality management and office management;
- Demonstrate self-direction and initiative;
- Model professional boundaries and ethical standards in interactions with clients, staff and service providers;
- Engage with women from diverse backgrounds and their communities.

#### **Organisational Relationships:**

- Finance & Governance Coordinator;
- Financial Administrator;
- Operations Manager;
- CEO;
- Board of Directors;
- Other Staff of the organisation.

#### **Other Relationships:**

- Clients of the organisation's services;
- Funding Bodies

- Partnership Organisations & Stakeholders
- Government Agencies
- Other Community Service Providers
- Peak bodies for the organisation's services;

**Physical Demands and Work Environment:**

- Due to the nature of the service, there is an inherent risk of violence in the work environment. Organisational policies and procedures are in place to manage the risk to workers and clients.
- Due to the nature of the service and the responsibilities of the role, work must be performed on-site. This position is not suitable for remote work.
- The position requires travel between the office and other locations on a regular basis as a normal part of duties.

**Conditions of Employment:**

The conditions of employment are those that apply under the Social, Community, Home Care and Disability Services Award 2010, the National Employment Standards, and the Contract of Employment.

### **Selection Criteria**

The organisation considers that being female is a genuine occupational qualification under Section 31 of the Anti-Discrimination Act 1977 (NSW).

#### Essential Criteria

- Capacity to work unsupervised and to prioritise workload;
- Experience in financial administration, including moderately complex payroll and bookkeeping;
- Excellent organisational, administrative and time-management skills;
- Knowledge & Experience in document management systems and processes;
- Excellent working knowledge of Xero, Microsoft Office, Gmail & Google Drive;
- Sound IT skills;
- Good communication and negotiating skills;
- Demonstrated understanding of relevant legislation, including privacy, charitable fundraising and co-operatives.
- Ability to pass the Working with Children Check and Criminal Record Check;
- Current NSW driver's licence;
- Access to private vehicle for work use.

#### Desirable Criteria

- Experience with Apple computers and phones;
- Experience with Employment Hero or similar employee management software;
- Knowledge & Experience in asset management;
- Knowledge & Experience in policy development;
- Knowledge & Experience in risk assessment and management;
- Knowledge & Experience in compliance and quality improvement;
- Knowledge & Experience in fundraising and grant applications.