

Administration Support Officer - Programs

YAC values diversity in all its forms and welcomes applications from Aboriginal and/or Torres Strait Islander people; those from ethnically diverse communities; and LGBTIQ+ persons.

Position overview	
Award:	Social, Community, Home Care and Disability Services (SCHCADS) – Level 3
Purpose:	The Administration Support Officer – Programs, provides and coordinates office-based administration support and assistance to service delivery staff and to clients to access legal and social support services relevant to their needs.
Location:	Brisbane based – South Brisbane office location
Hours:	Full time with some flexibility
Applicants should note:	<ul style="list-style-type: none"> – This role involves providing administration support and intake processes for young people and families with significant and complex issues. YAC supports the wellbeing of its staff who are encouraged to access regular supervision, including external supervision if staff consider that is appropriate. – This role is not a practitioner role: its focus is administration and support to casework staff. The successful applicant may need to travel from time to time to assist staff working from remote offices (vehicle provided). – There is an expectation that staff will be reliable and punctual, both within the office and in responding to young people and their families, and support diversity and respect in the workplace and their practice.
Role and responsibilities	
Service Delivery Support:	
General	<ul style="list-style-type: none"> – Complete intake procedures for eligible clients and liaise with staff in the relevant program. – Provide alternative information or referral if YAC is unable to provide service or person does not meet eligibility criteria. – Monitor multiple Outlook mailboxes and distribute emails as required. – Distribute court lists for relevant staff/programs. – Support recording and reporting of data to meet funding requirements. – Answer calls and undertake some aspects of the Reception and Administration Assistant role as required. – Record details of incoming call and email enquiries – Liaise with the operations manager and program coordinators. – Any other duties as reasonably required.
Legal	<ul style="list-style-type: none"> – Proof and print legal letters, briefs and other court documents as required. – Create, maintain, and archive digital and hard copy client records across multiple systems. – Complete advice intake forms for eligible young people/clients. – Prepare for Duty Lawyer and record data in multiple systems. – Record data for Law Reform & Stakeholder Engagement projects. – Attend meetings as required.
Social Support	<ul style="list-style-type: none"> – Access QLD Homelessness Information Platform (QHIP) for vacancies and referral. – Undertake predominantly office-based tasks to support the staff in delivering services.

- Create and maintain digital and hard copy client records.
- Assist with other client/service delivery related tasks as requested.

Bail Support

- Monitor referrals for Bail Support, Intensive Bail Initiative and Community Co-Responder programs.
- Create, maintain, and archive digital and hard copy client records across multiple systems.

Community Legal Education

- Assist with preparation for workshops delivered by YAC staff including preparation of resources and materials; registrations; venue, food, travel, and accommodation where required.
- Support delivery of online learning programs.
- Record data for Community Legal Education projects.

Required skills & qualifications

Prerequisites

1. A minimum of 4 years administration support experience in relation to systems and processes, preferably within a human services or legal environment.
2. Possession of a current positive QLD Working with Children check (“Blue Card”).
3. Full vaccination against COVID-19 as evidenced by COVID-19 Digital Certificate.
4. Australian citizenship or permanent residency or hold a visa which would allow you to work as advertised.
5. Possession of a current clean driver’s licence which allows you to drive in Queensland.

Essential

Demonstrated:

1. Experience in administration support of systems and processes for legal, community sector or business.
2. Ability to exercise empathy, discretion and sensitivity when communicating with clients and stakeholders.
3. Highly developed and effective interpersonal and communication skills, both written and verbal.
4. Advanced computer literacy skills including use of cloud-based software platforms including Microsoft 365, Adobe suite, and external portals – data entry and reporting.
5. Exceptional organisational skills including self-management, planning, prioritisation, and the ability to work under pressure.
6. Ability to identify administration process/system inefficiencies and contribute to solution paths proactively and objectively.
7. Ability to work autonomously and as a member of a team.
8. Commitment to YAC’s values and social justice principles.

Desirable

9. Certificate III or IV in Business/Administration with experience working in a human services context or legal environment.
10. Familiarity with relevant family and youth support services and programs within the Greater Brisbane area
11. Current First Aid Certificate

Framework and practice principles

Client centred - staff will be flexible in terms of meeting with young people and their families, going to where they may feel most comfortable. Staff may need to be available before and after formal office hours.

Strengths based – the Service will draw on the strengths and resources of the individual and community to address the challenges they face.

Trauma informed - the Service will be trauma informed, recognizing the impact of early year’s trauma on brain development and the need to identify trauma informed behaviours.

Culturally competent – the Service will align with the Australian Institute of Criminology’s National Crime Prevention Framework’s best practice guidelines for preventing involvement in crime for Aboriginal and Torres Strait Islander people.

Persistent - means being visible to young people and showing that you are available to support in a non-paternalistic or patronising manner. Responses will include continuing to work collaboratively with services within the local service system and being visible to groups or at places until rapport is established. It also means being persistent in advocating for the needs of the young person where that intervention is agreed.

Reliable - is another fundamental: many vulnerable and disadvantaged young people feel let down by the adults around them. Building rapport with young people means showing that you are reliable in your support: staff must be where they say they will be when they say or do what they say they will do.

Practical - will be a key part of the case plan developed with the young person. This also means that responses must be realistic. A young person must feel that they are moving forward and effecting change in their lives and this means strategies and outcomes must be practical and achievable.

Comprehensive - recognised that a holistic response to young people’s life challenges is the only way to effect change.

Additional Information for Applicants

This is a great opportunity to join a well-respected community legal and social welfare agency and play your part in helping young people and their families to get their lives back on track!

YAC is a community legal and social support agency that provides free and confidential support to young people who are involved in or at risk of being involved with the youth justice system, child protection system, or homelessness in Queensland.

Vision

Young people achieve their full potential through the community accepting collective responsibility for their importance, empowerment, rights, well-being and humanity.

Mission

To increase young people’s access to legal and social justice by actively supporting and speaking out with and for young people.

Philosophy

- Unconditional commitment to the UN Convention on the Rights of the Child
- Confidential, professional, and honest engagement with young people
- Respectful engagement with stakeholders and others for the benefit of young people
- Holistic responses to address the interconnected and interdependent issues in young people’s lives
- Advocacy for young people collectively as well as individually
- Collective responsibility as a staff for working as a team and upholding and delivering on YAC’s mission and philosophy.

For more detail about YAC and its programs, please see the Annual Report at

<http://yac.net.au/wp-content/uploads/2022/11/YAC-Annual-Report-2021-2022.pdf>

