



Social Support Administration Assistant

Brisbane based

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 Home Care Community and Disability Services (SCHCADS) Award – Level 3				
Purpose	The Social Support Administration Assistant provides office-based assistance to the CEO and service delivery coordinators in supporting clients or prospective clients to access social welfare services relevant to their needs. The role involves contact with young people and families with significant and complex issues. YAC supports the wellbeing of its staff and provides access to appropriate support as required.				
Hours / Term	Full time fixed term contract to 31 July 2025 with possibility of extension				
Reporting	This position reports to the Operations Manager				
Key Internal Relationships	<ul style="list-style-type: none"> • This position works closely with CEO and Program Coordinators to deliver consistent and responsive administrative support across the organisation. • This position provides back-up and support to cover any absences of other administration staff. 				
Role and responsibilities					
Reception duties	<ul style="list-style-type: none"> • Provision of first point of contact for YAC to clients, sector stakeholders and service providers including initial basic information gathering and recording • Managing incoming calls – answering and transferring/referring incoming calls during office hours, taking and passing on messages if required • Taking detailed information from callers to enable intake processes to be implemented • Managing of YAC Reception area including office security and resources (Fact Sheets etc.) • Ensuring that the reception area and general office environment is welcoming, presentable, clean and tidy • Assisting with coordination of YAC’s phone systems and voicemail setup • Monitoring multiple email accounts and responding in a timely manner 				
Secretarial and Administrative Support	<ul style="list-style-type: none"> • Assisting in the administration of YAC functions and processes, mainly providing support to the CEO, Program Coordinators and also Finance Manager if required • Creating and formatting documents, letters, templates etc. as required • Document management (filing) of hard copy and digital records, formatting YAC documents, assisting with maintaining version control and archiving procedures • Assisting with coordination and support for organisational and team meetings • Managing incoming and outgoing mail including any courier requirements 				
Administration Support for Service Delivery Programs	General <ul style="list-style-type: none"> • Administration of YAC databases including data entry, extracting reports as directed, coordinating user access. Databases include: <ul style="list-style-type: none"> ○ SRS – YAC 				
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	<ul style="list-style-type: none"> ○ SRS – Youth Justice ○ CLASS ○ QHIP ● Providing Program administration support as needed ● Intake procedure for eligible clients and liaising with staff in the relevant program information and referral for those ineligible for services at YAC or where YAC is unable to provide service ● supporting data recording and reporting ● taking a record of the casework meetings <p>Social Welfare</p> <ul style="list-style-type: none"> ● Undertaking Qld Homelessness Information Platform (QHIP) referrals ● Undertaking predominantly office-based tasks to support the staff in delivering services: organising appointments and stakeholder meetings; purchasing resources; filing; and other client/service delivery related tasks as requested
Financial record keeping and support	<ul style="list-style-type: none"> ● Supporting the Finance Manager with bookkeeping and financial tasks if required
Backup Support for Operations Administration Officer and Legal Administration Officer (to cover absences) <i>if required</i>	<ul style="list-style-type: none"> ● Ordering and maintaining best value for money office supplies including stationery, first aid, bathroom and kitchen supplies ● Assist with maintenance of YAC's website and external resources ● Assist with distributing communication materials to supporters and stakeholders, including the Annual Report ● Assisting with maintenance of YAC's social media platforms if required ● Assisting with event management including bookings, catering etc. ● Assisting with IT tasks ● Assisting with the recruitment process ● Assisting with coordination of staff training and professional development activities. ● Assisting with fleet management and car bookings ● Assisting with supplier management ● Assisting with coordination of building maintenance and repair tasks ● Run errands as required ● Any other administration duties if required

The successful candidate will have the following:

Prerequisites

1. Certificate II or III in Business Administration (desirable but not essential) and minimum 3 year's experience providing reception and effective administration/business support
2. Possession of a positive Qld Working with Children check ("Blue Card")
3. Possession of a clean "C" class Driver's Licence
4. Australian citizenship or permanent residency

Essential

5. Experience and skills in reception and office administration systems and processes
6. Advanced computer literacy skills including the use and maintenance of cloud-based computer systems and software programs including Microsoft 365 and Adobe suite, and database coordination and reporting
7. Effective organisational skills, including self-management, planning, and prioritisation; and the ability to work under pressure
8. Ability to positively deal with conflict, complaints and those in distress
9. Ability to proactively identify process/system inefficiencies and contribute to solutions
10. Good written and oral communication skills, including the ability to communicate with sensitivity and liaise with a diverse range of people
11. Ability to work well as a member of a team and autonomously
12. Commitment to YAC's philosophy, culture, values, aims and social justice principles

Desirable

13. Knowledge and proficiency in supporting financial record keeping
14. Familiarity with relevant family and youth support services and programs within the Greater Brisbane area
15. Current First Aid Certificate

YAC 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 well-respected, specialist community legal and social welfare agency for young people 10-18 years who are involved in, or at risk of involvement in the youth justice and/or child protection systems; and/or who are homeless or at risk of homelessness (and aged 16 up to 25 years, dependent on location) across the greater Brisbane area (and beyond for its bail support service).

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 [Governance - Youth Advocacy Centre \(yac.net.au\)](https://www.yac.net.au)