

## POSITION DESCRIPTION – PD056

### Administration Support Officer: Through Care

*Full Time, Fixed Term*

#### A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

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##### About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS) is a not-for-profit, community-based organisation that delivers innovative, professional, criminal, civil and family law services and early intervention projects to Aboriginal and Torres Strait Islander clients throughout Queensland. Established in 1972, ATSILS has grown to 24 offices with around 300 staff strategically located across Queensland. We also operate specialist Through Care, Community Legal Education, Law Reform and Coronial Enquiries and Prisoner services to supplement primary legal services across many of our regions.

**Our Vision** is to lead in the delivery of innovative and professional legal services.

**Our Mission** is to deliver quality legal assistance services, community legal education, and early intervention and prevention initiatives which uphold and advance the legal and human rights of Aboriginal and Torres Strait Islander people.

##### Purpose of the role

Under the direct guidance of the Manager Through Care Program, provide administrative support services to the Through Care Team State-wide to include data reporting, team support and client service contact.

##### Opportunity

Based in our Wacol office, this role will provide the opportunity to utilise your proven administration skills for clients and support our program manager and through care team, providing an efficient and confidential data service.

Our offices provide a rewarding social justice environment for service delivery which is achieved through one-to-one in person, direct community visiting, at our offices and by phone and internet.

#### B. REPORTING STRUCTURE

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Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO), with regular reporting to the Chief Financial Officer (CFO) – this position's Executive staff member. The position reports directly to the Manager Through Care Program, in our Wacol Office. The overall program is directed at the Executive Level by our Principal Legal Officer (PLO).

## C. SELECTION CRITERIA

### ESSENTIAL CRITERIA (6)

1. **Values:** alignment to the values and vision of ATSILS and an appreciation of, and sensitivity to, the challenges our clients have faced, and continue to face, in their fight for and their right to justice and equity.
2. **Qualifications:** a minimum two (2) years' full-time experience in a professional services office environment as a Co-ordinator of Administration or Intake Officer, with an ability to work with Aboriginal and Torres Strait Islander clients, and a Diploma or Certificate IV in Information Technology (Data Management) or Administration (or equivalent four (4) years' full-time work experience) is essential. Alternatively, strong administrative experience with a Community Services Diploma or equivalent is a suitable qualification.
3. **Administration support work:** capacity to maintain a high volume of client files associated with intake, casework, referral, and data reporting. Experience in data entry of complex criteria, preparing correspondence and data reports with a minimum typing speed of 50 words per minute, 98% accuracy is essential using Microsoft Word and database software. Experience with Microsoft Outlook, Excel, Access (or similar) and an internet browser is essential. Confidence in the operation of web-based conferencing equipment (e.g. Teams or Zoom) and associated mobile communications is highly regarded.
4. **Administration experience:** proven ability to:
  - attend reception in person, for a busy team often without daily supervision;
  - confidentially assist a field-based team with administrative tasks including liaising with head office in Brisbane on the management of client related costs, petty cash administration and the organisation of events for the program, accessing referral contacts; and
  - ensure the accuracy of a client database and referral system.
5. **Client Liaison:** at least 12 months' experience in aiding a small team to greet, encourage and co-ordinate phone and internet enquiries, paperwork and referrals in a community network, or similar service is essential. Experience working with clients in our network is highly regarded.
6. **Security and safety:** a willingness to undergo a **Criminal Record Check to achieve and retain a National Police Certificate** (Australia-wide Disclosable Criminal History). Having experience with a workplace health and safety portfolio (or ability to quickly acquire such) is highly regarded. Evidence of maintaining a highly confidential service in attending to legal files, criminal records, sensitive information, and awareness of the Privacy Act is required.

Candidates may be required to disclose misconduct (criminal convictions, prosecution investigations etc.) that prevent an ATSILS Security Clearance in relation to any conviction for fraud or other dishonesty related criminal offences. To this end, a preferred candidate must be prepared to consent to a **Criminal History Check** being conducted (if requested). Note: A criminal history does not automatically preclude selection for interview, and a preliminary check can be discussed with the HR Manager after a candidate has been shortlisted for interview.

### DESIRABLE CRITERIA (4)

1. Queensland Driver Licence and capacity to drive in traffic without incident.
2. Experience working in community, justice, or legal environment an advantage.
3. Experience in an Aboriginal service, Aboriginality and/or Torres Strait Islander identification.
4. Current First Aid Certificate, Mental Health First Aid, and /or Workplace Safety Representative qualification.

Please apply at <http://www.atsils.org.au/job-vacancies>, writing up to 150 words for each criterion.

## D. CORE DUTIES

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1. **Provide professional administrative and data entry services** to Through Care Officers preparing records and data files, correspondence, applications etc., and updating client records and case-work calendars. Carry out the routine data entry edits of casework data and referrals, producing monthly, quarterly, and half-yearly reports. As requested, provide administrative support to the Through Care Program Manager and liaising with the Principal Legal Officer on any program reporting requirements.
2. **Arrange bookings, appointments and meetings, training, and other events** under the guidance of your Line Managers (with some liaison across regional offices and head office), co-ordinate event requirements (e.g. team meetings, supervision appointments for staff, community events etc.) for ATSILS from time-to-time. When requested, conduct, or participate in intake and other network meetings.
3. **Carry out administrative office tasks including** liaising with head office and program staff on program related costs, office property and vehicle repairs and maintenance, recording and reimbursing of petty cash, ordering office stationery, undertaking regular stocktakes of our property, maintain filing systems and archives for the team, and ensure the smooth running of the office.
4. **Provide Reception Services** including attending to enquiries, greeting clients and community service providers, and all visitors to the office. This will include operating the office switchboard, taking messages for staff members when they are outbound and require your assistance etc., and some brief referrals with Prisoners by telephone. Ensure a secure, safety-based practice for both the office and community visits is well supported; for example, maintain the team bookings system, fleet register, supervision documentation, referrals to prisoner legal services, and staff movements register.
5. **Perform other finance and administration duties** as required by the CFO and provide other administrative duties that both reasonably fit the gambit of the role and your qualifications.

## E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

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1. **Undertake study or training** which might be determined by the Executive and contribute to the professional development of other team-members as required.
2. **Take part in workplace health and safety** compliance initiatives and support other team members to do the same. This may involve providing an emergency front desk service for hazard co-ordination, drills, and evacuations, or depending upon experience and qualifications, assuming part of the wellbeing and other work health and safety services to ATSILS.
3. **Contribute to a supportive team environment**, through open and respectful communication, work flexibility and helping out the team when there are competing workloads or demands especially during staff absences.
4. **Be prepared to work professionally in a variety of locations**, including any approved home office or secure public facility and as approved by your line managers.
5. **Participate in annual appraisal of own work** and attend and document regular supervision sessions with the staff to whom you report, achieving a satisfactory work performance and conduct in accordance with the ATSILS Code of Conduct.

## F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- ✿ Ability to provide professional and efficient administrative support to the Through Care Team. A particular competency is attention-to-detail data accuracy and timely reporting;
- ✿ Ability to develop a deep understanding of our Aboriginal and Torres Strait Islander community and to apply this understanding in providing a culturally safe service to our clients and all visitors to the office;
- ✿ Ability to communicate in a clear, supportive, and discrete manner with both internal and external parties and ability to maintain confidentiality especially when handling client related data;
- ✿ Prioritisation of work schedules amidst competing deadlines and being consistent in the application of workplace practices;
- ✿ Responsiveness and ability to exercise both initiative and compliance when dealing with workplace health and safety, asset protection, client case files and security;
- ✿ Ability to maintain flexibility and to quickly adapt to changes and demands in the working environment, ensuring steady resilience and safe communications;
- ✿ Reliability in attendance as per the agreed hours;
- ✿ Respect for organisation policy and procedure.

## G. ATSILS Qld CONTRACT AND LOCATION

- ✿ This position falls under the umbrella of the Social, Community, Home Care and Disability Services Industry Award with a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$62,000 (plus superannuation and leave loading) dependent upon experience and legal qualifications, and location.
- ✿ Fixed Term Employment Contract to 30 June 2024, is funded.
- ✿ As a Public Benevolent Institution, our staff may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, reducing their taxable income in a given year.
- ✿ At ATSILS we offer structured professional development in conjunction with performance management, and study leave for approved work-related courses after a qualifying period.
- ✿ ATSILS adheres to the tenets of Equal Opportunity Employment.

**Location:** ATSILS offices where this role is offered: **Brisbane**, with remote support to Through Care staff in Cairns, Mount Isa, Murgon, Rockhampton, Strathpine, and Townsville.

### Our values at ATSILS:

- ✿ We **Care** for the human and legal rights, safety and psychological well-being of our staff, clients, and communities.
- ✿ We **Share** a common understanding of our clients' challenges and needs and strive to deliver quality and accessible legal services.
- ✿ We **Respect** the cultural diversity, values and beliefs of our clients and maintain their confidentiality in the delivery of legal services.

<b>For further information please contact:</b> Human Resources Manager Aboriginal & Torres Strait Islander Legal Service (Qld) Limited (ATSILS) ABN: 11 116 314 562	<b>T:</b> (07) 3025 3888 <b>F:</b> (07) 3025 3800 <b>E:</b> <a href="mailto:careers@atsils.org.au">careers@atsils.org.au</a> <b>W:</b> <a href="http://www.atsils.org.au">www.atsils.org.au</a> <b>A:</b> Level 5, 183 North Quay, Brisbane, Queensland, Australia <b>M:</b> PO Box 13035 George Street, Brisbane Qld 4003
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ATSILS acknowledges with appreciation that its service delivery is made possible thanks to funding supplied by both the Commonwealth Government and the Queensland State Government.