

Position Description

Protect All Children Today Inc. (PACT)

Title:	Administrative Officer
Hours:	Full-time 38 hours per week
Award:	Social and Community Services (Queensland) Award
Stream:	Community Services Worker
Level:	Level 4

Organisational Environment:

Protect All Children Today Inc. (PACT) is a non profit community organisation established in 1986 as a service provider of court support and therapy as well as advocating for abused and neglected children/young people and their families.

PACT's Child Witness Support Program provides support for children and young people who are required to give evidence in the courts, either as victims of, or witnesses to, a crime.

Position Objectives:

- To provide administrative assistance to the Chief Executive Officer, Operations Manager and staff of a busy non-government, not for profit agency.

Requirements of the Job:

- Awareness of a range of administrative practices.
- Sound knowledge, or ability to acquire sound knowledge of relevant computer packages such as Microsoft Word, MYOB, Access, Excel, Outlook, Publisher and Powerpoint.
- Ability to effectively contribute to a small cohesive team.
- Effective communication skills and a sound degree of work accuracy.

Key Responsibilities:

- Answer incoming telephone enquiries, directing matter to appropriate staff.
- Enter PACT referrals on the client database and prepare client introductory letters in consultation with the Volunteer Coordinator.
- Liaise with representatives from government and non-government organisations, such as the Office of the Director of Public Prosecutions, the Department of Communities, Child Safety, the Queensland Police Service.
- Collect, date and distribute incoming and outgoing mail.
- Register incoming and outgoing correspondence on an access database and file accordingly.
- Enter CWSV case result sheets, finalise case files and archive.
- Manage the client consent form process.
- Liaise with therapy providers to coordinate and enter the monthly therapy statistics.
- Assist with the management of MYOB accounting and bank reconciliations.
- Assist with the management of the Membership database.
- Assist with the preparation and production of Agenda items and papers for the monthly Board meetings.
- Maintain PACT contact lists for the Board of Management, volunteers, clients, and members to ensure timely distribution of information.
- Purchase stationery, office supplies and equipment as necessary.
- Maintain the Blue Card register and assist with the PACT ID card process.
- Maintain the list of media contacts throughout Queensland.
- Prepare Child Witness Support Volunteer and general Membership newsletters.

- Distribute outgoing correspondence such as letters, newsletters, information packages etc.
- Maintain accurate filing systems, including archive files.
- Assist with the coordination of office cleaning and garden maintenance.
- Collate and enter Quality Assurance data.
- Attend regular staff and other organisational meetings as required.
- Ensure confidentiality in accordance with professional standards and PACT protocols.
- Assist with the coordination and production of the PACT Annual Report.
- Assist with the organisation of the PACT Annual General Meeting.
- Participate in annual performance appraisals.

Organisational Relationships:

- This position reports to the Chief Executive Officer through the Operations Manager, though provides administrative support to all PACT staff.

Extent of Authority:

This position has the delegated responsibility to:

- liaise with representatives from government and non-government agencies in relation to PACT operational matters; and
- inform the Chief Executive Officer and/or the Operations Manager of any issues of relevance in relation to PACT operational Programs and services.

Selection Criteria:

1. Sound knowledge, or ability to acquire knowledge, of office management processes, technology and computer software applications (Microsoft Word, MYOB, Access, Excel, Outlook, Publisher and Powerpoint) and their operation.
2. Sound oral and written communication skills.
3. Knowledge, or the ability to acquire knowledge, of accounting and administrative policies, practices and procedures relating to PACT operation.
4. Knowledge, or the ability to acquire knowledge, of contemporary filing systems including archiving practices.
5. Proven ability to work autonomously and part of a cohesive team.

Additional Requirements:

Some evening and week-end work may be required of this position.