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APPLICATION PACKAGE – EXECUTIVE ADMINISTRATION OFFICER – PART TIME

Applications are open for the position of Executive Administration Officer at Encircle Ltd. This is a part time position for 25 hours per week, based at the Pine Rivers Neighbourhood Centre in Lawnton.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the greater North Brisbane area. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy. Encircle Ltd has a staff team of more than 50 paid employees and 250 volunteers.

The Executive Administration Officer will:

- Work within Strengths Based Framework, Practice Framework Policy and the Positive Workplace Behaviour Procedure.
- Coordinate Policy and Procedure research, review, development and education
- Provide advice and support around the implementation of the organisations Human Resource framework
- Supervises the volunteer team of greeters, telephone reception, admin and intake and response in collaboration with the Corporate Services Team.

The Executive Administration Officer will report to the Corporate Services Manager.

The following documents are enclosed:

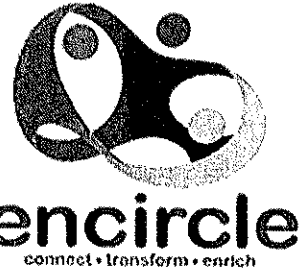
1. Practice Framework Policy
2. Position Description

In no more than two pages, your application should address the selection criteria and outline your suitability for the role. Please include a current resume in your application. Applications are to be lodged by email, clearly marking the subject line "Confidential, Executive Administration Officer" and email to elissan@encircle.org.au

Closing date for applications is 5pm on Friday the 6th March 2020. Any enquiries for this position can be directed to Elissa Nelson, Corporate Services Manager on 3889 0063.

Kind regards,

Elissa Nelson, Corporate Services Manager



“To support individuals, families and strengthen our communities.”

- Position:** Executive Administration Officer
- Remuneration:** The provisions of the Social, Community, Home Care and Disability Services Industry Award 2010 (Subject to Pay Equity Regulation 316) - Level 4 – apply.
- Type of Position:** This is a permanent part time position for 25 hours per week

Purpose of the Role:

- Maintain a comprehensive quality and risk framework for the organisation in accordance with organisational values, legislation and funding body standards.

Organizational Environment:

Encircle is a not for profit community owned and operated organisation for individuals and families in the greater north Brisbane area. Encircle responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle operates in accordance with its Mission Statement, Practice Framework Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development. The Senior Administration Worker reports to the Corporate Services Manager of Encircle.

The position is based at 865 Gympie Road, Lawnton, but travel to other sites will be required in order to fulfil the requirements of the role. Encircle offers a supportive team environment and offices are air conditioned. Fleet vehicles are available during business hours. Occasional use of own car may be required and will be reimbursed as per the Social Community, Home Care and Disability Services Industry Services Award. Encircle is committed to flexible workplace practices.

Main Duties and Responsibilities:

The Executive Administration Officer will undertake the following duties:

General Responsibilities

- Work within Strengths Based Framework, Practice Framework Policy and the Positive Workplace Behaviour Procedure.
- Coordinate Policy and Procedure research, review, development and education
- Provide advice and support around the implementation of the organisations Human Resource framework
- Supervises the volunteer team of greeters, telephone reception, admin and intake and response in collaboration with the Corporate Services Team.

Duties:

- ◇ Work with policy sub-committee to attend to Policy and Procedure review schedule
- ◇ Write/develop first draft procedural documents and follow up with suggested amendments
- ◇ Oversee compliance and best practice in policy and procedures by:
 - Actively researching new/updated legislation and advising re: required changes

- Ensuring all policy and procedures meet funding body standards
- Utilizing a range of online tools and resources
- Consult with key staff in relation to P & P review
- ◇ Prepare for Annual Standards Audits in conjunction with senior staff
- ◇ Educate staff on new/updated organisational policy and procedure monthly and be available to support its implementation
- ◇ Coordinate annual workplace health and safety audits, risk assessments, first aid processes and provide general advice regarding Workplace Health and Safety.
- ◇ Support the implementation of staff performance review processes through maintenance of the staff review schedule.
- ◇ Provide information and advice on HR policy and procedure, workplace legislation and Award conditions
- ◇ Support the process of staff recruitment and selection via preparation of documentation including applications, EOIs and contracts, and by providing orientation to new staff
- ◇ Provide oversight of Encircle's human resource records for all staff and volunteers, including management of Blue Cards and Police Checks.
- ◇ Develop, in conjunction with the CEO, organisational documents, proposals, funding submissions, including general research and information gathering
- ◇ Support the CEO with the compilation and editing of Board Reports, Annual Report, Fact Sheets, Brochures and other promotional products as requested.
- ◇ Act as an administrative account holder on Encircle's social media platforms e.g. Facebook.
- ◇ Filing and varied administrative tasks as requested e.g. scanning, photocopying, preparation of files.
- ◇ Other duties as requested

Delegated Authorities:

NIL

Qualifications, Professional Memberships, Experience:

Tertiary qualifications in a related field. Experience in executive support and policy preferred.

Other requirements:

Drivers license

Blue Card

Police Check

Key Selection Criteria:

- Demonstrated understanding of Social Justice principles
- A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, staff and volunteers
- Highly developed organisation and time management skills including the ability to successfully manage multiple projects.
- Well developed research and writing skills, including the ability to interpret legislation and write policy and procedure in accordance with funding body standards

ENCIRCLE LTD

Practice Framework Policy

Date Adopted: _____

Signature: _____

RATIONALE

The Practice Framework provides a shared understanding of how the mission statement, "Strengthening individuals and families to take informed control of their lives and together enriching our communities." is enacted in all the services and programs of Encircle Ltd

POLICY STATEMENT

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self-determination through genuine choice and the right to participation, inclusion and consultation

At an organizational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

ENCIRCLE'S WORK IS

Community development oriented

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

Child and young person centred

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making
- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

Family focused

A family focused approach:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes

Prevention and early intervention focused

Prevention:

- is underpinned by education and information
- employs activities and strategies that support and promote individual, family and community wellbeing
- builds capacity
- supports self-reliance

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED AND GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, positive discrimination strategies are applied to facilitate access and equity
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures

- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organization's resources

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

Respect

Respect involves a high regard for people's intrinsic worth, their right to self-determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honoring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.