

## Administration Support Officer Position in NSW (Faulconbridge)

(FDS) is a caring, non-religious organisation which provides non-judgmental, non-directive support and information for families and friends of people who have an issue with drug and/or alcohol use across Australia. Support services and programmes for families of drug dependents are recognised gaps in most drug treatment services. Since 1997, Family Drug Support has successfully provided programmes in this area.

### ACCOUNTABILITIES:

This administration role is a key support role for FDS Head Office and other staff. The accountabilities outlined below are a general guide and this is not an exhaustive list. The successful candidate will have experience providing excellent administrative services supported by strong attention to detail, initiative and prioritisation skills. This candidate will be highly organised with a proven ability to establish and build partnerships with internal and external stakeholders. An understanding of the complex needs of people with an issue with substances and their families will be looked upon favourably.

### SCOPE OF POSITION:

FDS is seeking a motivated person to support the ongoing operation and effectiveness of FDS Head Office (HO). The candidate will be required to perform HO reception duties, managing FDS CEO diary and assisting the CEO and other HO staff in their administrative tasks, as required:

- Answer HO telephone and relevant emails.
  - Assist CEO as required (diary, email management, presentations etc).
  - Assist in organising teleconferences and online meetings as required.
  - Process membership payments, book sales, etc.
  - Prepare and send out new FDS member packs.
  - Assist with event planning for numerous FDS events throughout the calendar year including organizing venues, catering etc as required.
  - Sending out and keeping stock of FDS Information packs and other resources such as stationery.
  - Postal collection and sending, including returned mail register and follow up.
  - Stocktaking external workers requirements and ensuring adequate stock is provided.
  - (After training) Answer support calls on the office overflow line.
  - Filing - including manual and electronic filing systems.
  - Provide required administrative tasks for volunteer team, as required.
  - Update and maintain the FDS Memorial list (working with other Admin officers).
  - Assist with compilation and dissemination of the FDS quarterly newsletter booklet to members.
  - Assist with the maintenance of efficient/effective office policies and work practices (working with other Admin officers).
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- Attend events/functions as requested, including some weekend attendance.
- Other duties as required.

## SELECTION CRITERIA

### Essential

- At least 5 years of proven experience in Business Administration having worked in similar roles.
- Proficiency in Microsoft Office Suite of software packages.
- Well-developed written communication skills with the ability to compose quality correspondence, documents and reports in a professional and timely manner.
- Demonstrated listening skills and verbal communication with the ability to converse using empathy.
- Demonstrated ability to manage a workload, prioritise tasks and maintain accuracy and attention to detail.
- Flexibility to be able to attend events when required, including some weekend attendance.
- An understanding and commitment to a harm minimisation operating model.

### Desirable

- Tertiary qualification (Certificate/Diploma) in Business Administration.
- Understanding of the complexity of supporting families who are affected by drug and alcohol related problems.
- Class C NSW driver licence.

## LEARNING AND DEVELOPMENT REQUIREMENTS

- Complete any training which may be provided including orientation and on the job training.
- Become familiar with and abide by FDS's policies and procedures and Code of Conduct.
- Complete Fire Awareness and Emergency Evacuation and any other relevant safety training.

## TELEPHONE SUPPORT LINE

All office based employees are required to undertake the FDS volunteers' training program in order to provide telephone support to families when the telephone support line is experiencing overflow.

## CODE OF CONDUCT

The FDS Code of Conduct applies to all employees of FDS regardless of role and nature of employment. The Code of Conduct embraces FDS' values and sets out FDSs' expectations of the conduct and behaviours of all FDS employees. All employees are required to read, agree and adhere to the Code of Conduct.

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## QUALITY STANDARDS

All FDS employees regardless of role and nature of employment are required to adhere to FDS quality standards that may be required by the organisation, by legislative requirement or other stakeholders. These quality standards may be amended from time to time at the discretion of FDS or as required by law.

## WORK HEALTH AND SAFETY (WHS) RESPONSIBILITIES

All persons in the workplace have a legal responsibility for the health, safety and welfare of persons in that workplace, including contractors and visitors. All persons will be held accountable for their responsibilities and employees are required to:

- Comply and participate in all FDS policies, procedures and instructions, to ensure that their actions or omissions do not place themselves and others at risk
- Identify and report all incidents, accidents and injuries, prior to completion of work on that day;
- Report any unsafe conditions or hazards which come to their attention and address where possible;
- Participate in team meetings, risk assessments, and consultation and attend and participate in any relevant training or undertake to read communications regarding WHS.

## ATTRIBUTES:

- **Communication Skills** – Effectively demonstrates competence in utilising oral and written skills in presentation of ideas and listening to others.
  - **Continuous Improvement** - Demonstrates a commitment to process, quality and people improvement initiatives. Actively promotes a safe environment and workplace.
  - **Customer Service** – Handles all customers effectively by listening to customer's needs, acting to meet those needs and checking to ensure needs have been met.
  - **Dependability** – Work performance is of a consistent and competent standard.
  - **Flexibility** – Demonstrates the ability to adapt to change in both job function and work environment.
  - **Initiative** – Demonstrates capability to undertake action independent of specific instructions. Self-starter. Seeks a new and better way.
  - **Planning and Organisation** – Demonstrates ability to prioritise work assigned, manages workflow and completes assignments on a timely basis.
  - **Problem Solving and Decision Making** – Demonstrates ability to assess situations, consider possible solutions, make and communicate decisions and take the appropriate action.
  - **Professional Development** – Demonstrates competent and up to date knowledge in the employee's technical and professional area.
  - **Safety** – Demonstrates through actions, a thorough understanding of safe work practices with regard to tasks being undertaken.
  - **Teamwork** – Ability to effectively interact with team members, peers and management is clearly demonstrated. Participates as an effective member in meeting the team's aims.
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## REMUNERATION:

This position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services Employee Level 3 (pay point dependent on demonstrated skills and experience and pro-rata where applicable) plus superannuation with an option to salary sacrifice.

## CONTRACT:

An initial 12 month contracted period will be negotiated with the successful candidate, with the possibility of extension dependant on funding. There will be a 6-month probationary period.

FDS is proud to be an EEO employer. FDS supports an inclusive approach in the workplace. We celebrate our diversity and welcome staff regardless of ethnicity, faith, sexual orientation, gender identity and lifestyle choices. Aboriginal and Torres Strait Islander people are encouraged to apply.

## WHAT TO EXPECT:

Please know that employment with FDS requires:

- A Federal Criminal Records check.
- Reference checks of at least 2 professional referees.
- Full COVID-19 vaccination (3 doses).

### INSTRUCTIONS TO APPLY:

**Applications must include the following components:**

- 1. A cover letter (no more than 2 pages in length) in which you explain how your experience fits each of our essential and desirable selection criteria.**
- 2. Your resume.**

Please email your application to Gayle Shaw, Office Manager at [gayle@fds.ngo.org.au](mailto:gayle@fds.ngo.org.au)

**Applications close: Wednesday, 29 March at 5pm.**