

## Administration Support Officer Position in NSW (Katoomba)

(FDS) is a caring, non-religious organisation which provides non-judgmental, non-directive support and information for families and friends of drug and/or alcohol users 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 are a general guide and this is not an exhaustive list. The job holder will be required to provide an effective administration service as required.

### SCOPE OF POSITION:

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

- Answer HO phone and relevant emails.
  - Assist CEO as required (diary, email management, presentations etc)
  - Assist in organizing teleconferences and online meetings as required
  - Prepare and send out new FDS member packs.
  - 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.
  - Process membership payments, book sales, etc.
  - Filing - including manual and electronic filing systems.
  - Provide required administrative tasks for Volunteer team, as required
  - Keep Memorial list up to date on website (working with other Admin officers)
  - Assist when FDS newsletter process is underway
  - Assist in organizing venues for events as required
  - Maintain efficient/effective office policies and work practices
  - Attend events/functions as requested
  - Other duties as required
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## SELECTION CRITERIA

### Essential

- Proficiency in Microsoft Office Suite and other PC based software
- High level of professionalism, good interpersonal and written and verbal communication
- Flexible, adaptable and proven ability to manage time and tasks effectively
- Flexibility to be able to attend events when required including some weekend attendance
- Some understanding and commitment to a harm minimisation operating model.

### Desirable

- Understanding of complexity of supporting families who are affected by drug and alcohol related problems

## LEARNING AND DEVELOPMENT REQUIREMENTS

- Complete any training which may be provided including orientation and on the job training
- Become familiar 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.

## 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

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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.

#### REMUNERATION:

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Salary package of between \$45,000 to \$55,000 (based on Level 1 of [Health Administration Staff Award](#) and dependant on demonstrated skills and experience & pro-rata where applicable) plus superannuation, with an option to salary sacrifice. A mobile telephone, laptop computer and printer will be available for business purposes, when required.

#### 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.

A Federal Criminal Records check will be conducted and is a requirement of on-going employment.

**Applications close: 21<sup>st</sup> January 2022**

Please email application addressing the criteria and your resume to Michael Collins at [michael@fds.ngo.org.au](mailto:michael@fds.ngo.org.au)

FADISS Ltd Trading as:

**Family Drug Support**

ABN 49081764258

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