

POSITION DESCRIPTION: Junior Administration Assistant

Hours:	PART TIME - 3 days a week
Location:	3 St David Fitzroy
Reports to:	Operations Lead

The Organisation:

Australian Childhood Trauma Group specialises in childhood trauma and attachment. We provide therapeutic support services to government and non-government agencies, schools and individuals.

We are committed to being a child safe organisation and take child protection seriously. As an employee of the Australian Childhood Trauma Group you are required to meet the behaviour standards outlined in our Child Safety Code of Conduct. If you are successful you will receive a copy of this code as part of your induction. You may request to view the code prior to being interviewed for this position.

The ACT Group acknowledges Aboriginal and Torres Strait Islanders, as the traditional custodian of this land. We pay our respects to their elders, past and present, and their children and young people who are destined to be the leaders of the future. We acknowledge their culture and history, and their commitment to raising safe and strong children

Our vision is a world where the risk of complex trauma is eliminated, and survivors have access to effective services without prejudice.

Our values:

Fairness,
Respect,
Equality,
Excellence

A key member of the ACTG team, the customer service is often the first point of contact to welcome people to ACTG. We are looking for motivated and friendly staff with a passion for learning to join the team in providing exceptional customer service and administration support.

The customer service role is an integral part of the Operation's team, with a goal to make all who come into contact with ACTG feel welcome and supported.

Working with the Act Group, you will gain:

- Opportunity to work in a specialist area in trauma informed and disability care
- Supportive team environment with a strong focus on building positive team culture
- Opportunity to engage with children, young people and their families



- Ongoing professional development, and internal supervision opportunities.
- Flexible working arrangements
- Experience and knowledge around services for children and the NDIS

Responsibility 1 – Reception

Duties:

- Meet & greet all clients and visitors to the company
- Receive, direct and relay telephone messages
- Answer general inquiries
- Inbox organisation
- Liaise with colleagues and external contacts
- Kitchen duties and maintaining a clean environment for staff in line with Covid rules and regulations
- Managing of incoming and outgoing post

Responsibility 2 – Administration

Duties:

- Maintain filing systems
- Basic data handling and input into Client Relationship Management (CRM) software
- Ordering & maintaining office supplies & stationary
- Printing/photocopying/scanning & faxing as required
- Formatting of documents

Academic qualifications & requirements

Essential

- Hold a valid Working with Children Check at all times
- Undergo Criminal Records Checks as required

Work experience & skills

Essential

- Excellent written and verbal communication skills
- Excellent attention to detail
- Excellent computer skills including all Microsoft office applications.

Desirable

- Experience working with children and/or disability

Personal qualities & behavioural traits

Essential

- You will possess a willingness and capacity to embrace the Values of the Australian Childhood Trauma Group
- Friendly, enthusiastic and helpful
- Self-motivated, ability to work autonomously when required and work well within a team setting

- Ability to multitask and think on their feet
- Be flexible
- Excellent interpersonal skills
- High level of honesty and integrity
- Maintain high levels of confidentiality
- Positive attitude
- Quick learner, with a keen eye for details and ability to utilise various computer based systems

Relationships

This position will be trained and supported by the Operations Lead with ongoing support and regular supervision.

Conditions of Employment

The successful applicant will be subject to a Working with Children Check and Criminal History Records Check where applicable. Our organisation undertakes several screening processes to ensure the appropriate protection of children in our care. This includes reference checks, an identity check.

Hours of Employment

Part Time 3 Days a week

Acknowledgement

If have read and understood the requirements of this position.

Signed: _____ Name: _____ Date: _____

Signed by Operations : _____ Name: _____ Date: _____