



POSITION DESCRIPTION		
Position Title: Administration Officer/Bookkeeper		
Division: Mareeba	Location: Mareeba	Employment Status: Full-time
Reporting To: Clinical Manager - Mareeba	Award: Social, Community, Home Care & Disability Services Industry Award 2010	Last Updated: 6 January 2012
Direct Reports: 0	Award Level: 2	ED Approved: 6 January 2012
In-direct Reports: 0		

Purpose

The Administration Officer/ Book-keeper position provides general administrative and financial support services to the Mareeba Facility Team and to the Clinical Manager – Mareeba. This position provides a high standard of customer service in liaising with stakeholders.

The role focuses on ensuring its administrative and financial systems and processes are both effective and appropriate. Additionally the role will provide front desk services to support program operations and other duties from time to time that would be appropriate to ensure the efficient and continuous operations of the Mareeba Facility.

Where this role sits

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graph TD
    ED[Executive Director] --> CM[Clinical Manager Mareeba]
    CM --> Admin[Admin/Bookkeeper]
    Admin --- Peers[Peers]
  
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The organizational chart illustrates the reporting structure. At the top is the Executive Director, who reports to the Clinical Manager Mareeba. The Clinical Manager Mareeba reports to the Admin/Bookkeeper. The Admin/Bookkeeper has a peer relationship with the Peers.

About Q-DAC

The Qld Drug & Alcohol Council is the trading entity for the Cairns ATSI Drug & Alcohol Residential Rehabilitation Project, and is auspiced by the Gold Coast Drug Council Inc. (GCDC)

The Gold Coast Drug Council Inc. (GCDC) had its beginnings as a voluntary organisation known as the Drug Referral Centre. It was established in 1971 as the first alcohol and drug service on the Gold Coast. In 1981 land was granted by the Gold Coast City Council at 191 West Burleigh Road to establish a centre for education, prevention, assessment, referral and detoxification – this was called Mirikai (or “place of peace”).

In the 1980’s the GCDC focused on developing professional standards for treatment and education and in 1987 adopted a Therapeutic Community approach to treatment services for young people. The GCDC was also the first residential rehabilitation centre in Australia to become accredited under the Quality Improvement Council in 2001.

Over the years the organisation has developed a range of community services which assist young people and

their families. These services include residential services and a wide range of out-client services supported by both state and federal funding.

Recently, the GCDC has developed an integrated model of specialist treatment to address the complex requirements of those clients who have coexisting mental health and substance abuse needs, and is becoming one of the leading agencies in Southeast Queensland to provide these services.

This position is funded through the Mareeba Program and is subject to its ongoing tenure. The incumbent in this position will provide services to support this program.

The duties and responsibilities of employment are governed by the QDAC's policies and procedures and those others that exist within the Group. Policies, procedures and Program Service Agreements and manuals are to be read in conjunction with the employment contract and position description.

About the Program

The Mareeba facility will operate as a Therapeutic Community and provides residential rehabilitation to Aboriginal & Torres Strait Islander Men & Women, aged 18 years and over, whose lives are afflicted by the misuse of Alcohol and Other Drugs.

As a member of the Therapeutic Community you will be required to promote and model the principles of Right Living and act as a source of Rational Authority.

The resident population is diverse in background, complex in needs and many individuals have significant mental health issues that need to be addressed in conjunction with the misuse of alcohol and other drugs.

Key Accountabilities

Performance Measures

1. Administrative Support

Provide effective administrative, communication and support services to the Mareeba Facility staff, clients, and stakeholders.

- Provide administrative support to direct manager and staff.
- Provide Front Desk services for the Mareeba facility.
- General administrative duties including the collection of mail, filing, photocopying and other general office duties.
- Coordinate the purchasing of office stationery and other minor peripherals in accordance with policy and procedure.
- Dispatch outgoing faxes, advise staff of incoming faxes, photocopying, binding, laminating and ensure the maintenance of office machines by arranging for servicing as required.
- Preparation of information packs when required.
- Collate statistical data, transferring information from paper and electronic to relevant databases.

- Manager feedback
- Peer and stakeholder feedback
- Administrative activities completed in a timely manner and according to policies and procedures.

Key Accountabilities

Performance Measures

2. Finance Support

Provide effective financial support, undertaking financial activities to maintain accounting records and financial information to ensure accuracy and integrity of records.

- Responsible for recording various financial transactions including accounts payable, banking and resident board and lodgings.
- Responsible for administering and reconciling petty cash.
- Accurately maintain financial records for the Mareeba facility.
- Other duties as required

- Manager feedback
- Peer and stakeholder feedback
- Financial activities completed in a timely manner according to policies

	and procedures.
Key Accountabilities	Performance Measures
3. Team Work	
<i>Work as an effective and collaborative team member, developing and maintaining working relationships within the Mareeba community and the greater Q-DAC and GCDC team's.</i>	
<ul style="list-style-type: none"> • Demonstrate collegiality, respect and team work within the work environment. • Participate as an active team member through the establishment of a consistent, supportive and cooperative working relationship. • Utilise appropriate methods of communication both written and verbal that are consistent with the values of the organisation as well as professional standards. • Participation in team meetings. • Build and maintain effective working relationships with colleagues through out the organisation. 	<ul style="list-style-type: none"> • Measure • Peer and manager feedback • Performance Review • Contribution and participation in team activities and meetings.
Key Accountabilities	Performance Measures
4. Quality and Continuous Improvement	
<i>Demonstrated commitment towards continual improvement in the quality of service delivery.</i>	
<ul style="list-style-type: none"> • The highest standard of work is maintained and assessed by regular audit. • Active participation in quality improvement program involving ideas in regard to the improvement of quality outcomes or systems. • Identifying opportunities to improve efficiencies within the Mareeba facility and business processes and implementing solutions. • Continually seeks feedback performance from other divisions and teams, to improve performance. • Undertake self development activities to grow knowledge base and bridge any development gaps. 	<ul style="list-style-type: none"> • Actively seeks feedback on own performance • Training & development activities identified and undertaken in Performance Management Development Plan. • Seek and acts upon feedback on own performance from leader and peers
Key Accountabilities	Performance Measures
5. Adhere to GCDC and Q-DAC's Vision, Value and Code of Conduct	
<i>Personally behave in ways that are consistent with the achievement of GCDC and Q-DAC's Vision, Values and Code of Conduct while maintaining individuality and contributing to the diversity of Q-DAC.</i>	
<ul style="list-style-type: none"> • Personal behaviour supports and aligns with the Code of Conduct. • Contribute to Q-DAC's culture by demonstrating behaviours aligned with the organisations Vision and Values: <ul style="list-style-type: none"> ○ Community: Community for us means collaboration, participation, diversity and mutuality. ○ Compassion: Compassion for us means generosity, nurturing, empathy and being supportive. ○ Competence: Competence for us means valuing skill, knowledge, professionalism, commitment and diligence; and encouraging professional development and personal growth. ○ Innovation: Innovation for us means being creative, responsive, strategic, visionary and collaborative, and valuing research and evaluation. ○ Integrity: Integrity for us means being ethical, honest and trustworthy and principled. 	<ul style="list-style-type: none"> • Evidence of behaviour reflected in Performance Review. • Peer and Manager Assessment. • Evidence of regular self-reflection on adherence to mission and values in regular catch-ups.

<ul style="list-style-type: none"> ○ Optimism: Optimism for us means we believe in the power of hope, that we promote positivity, and have a firm belief in the potential for change. ○ Respect: Respect for us means a positive regard for all individuals, and an appreciation of uniqueness and diversity. ○ Social Justice: Social justice for us means belief in fairness and justice; the need for a balance of rights and responsibilities; and the promotion of equity and access for all people. ○ Transparency: Transparency for us means openly communicating in relation to the decisions and practices which affect others. ● Constructively participate as part of the team in a collaborative manner, demonstrating respect for colleagues and working effectively within the team. ● Constructively and positively operate in a changing and ambiguous environment. ● Communicate openly, honestly, respectfully and employ appropriate lines of communication. 	
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SELECTION CRITERIA	
SC 1 Qualifications & Experience	1.1. Relevant qualifications and/or experience in administration and finance. 1.2. Current Class C Queensland Drivers Licence. Desirable: 1.3. Experience in a similar working environment, working with ATSI clients/stakeholders. 1.4. Current First Aid Certificate
SC 2 Knowledge & Skills	2.1. Excellent communication skills (verbal and written) and excellent interpersonal skills, with demonstrated ability to establish and maintain effective working relationships with internal and external customers. 2.2. Ability to contribute as an effective team member and relate positively to a diverse range of people. 2.3. Demonstrated ability using computers and technology.
SC 3 Personal Qualities	3.1. Demonstrated to organise and prioritise work activities and meet deadlines. 3.2. High level of problems solving capabilities. 3.3. A high degree of professionalism, integrity and initiative.

NOTE: The successful applicant will be subject to a criminal history check.

Workplace Health & Safety
<p>Q-DAC is committed to providing a healthy and safe workplace and delivers this through implementing measures aimed at minimising the risk of personal injury or ill health and adhering to legislation and best practice. Q-DAC employees are also obliged to take reasonable steps to ensure their own safety, health and welfare, as well as that of co-workers, clients and members of the public.</p> <p>Employees must follow and abide by Workplace Health and Safety Policies, Procedures and Safe Methods of work by:</p> <ul style="list-style-type: none"> ● taking reasonable care for their own health and safety and not wilfully placing themselves or others at risk

- reporting all injuries, incidents, hazards and near misses to their Manager immediately
- attend and participate in WHS training, meetings, and relevant activities
- wear the appropriate PPE that is required and provided
- not misuse equipment, and to not wilfully or recklessly interfere with items provided for the purpose of health and safety.
- follow Manager's health and safety instructions

Staff are encouraged to speak up, seek guidance and clarification regarding any work methods or procedures (new or existing) at any time.

NOTE: This position description is not intended to be all-inclusive and is an accurate reflection of the requirements of this position at the time of position approval. The employee may perform other related duties as mutually agreed to meet the ongoing needs of the organisation.

I have read and understand the requirements and accountabilities of the position as described in the position description and agree to be employed under such conditions and the relevant Award.

Print Name:

Signature:

Date:
