QUEENSLAND INDUSTRIAL RELATIONS COMMISSION
Industrial Relations Act 1999

QUEENSLAND SERVICES INDUSTRIAL UNION OF EMPLOYEES
(Mater A5 of 2008)

AFFIDAVIT OF DIANE SHARON MACLEOD

This is the attachment marked DSM1 mentioned in the affidavit of Diane Sharon Macleod,

affirmed before me at Gold Coast on this 19th day of December 2008.

Signed: ......................................................... (deponent to sign)

Taken By: ........................................................ (person taking the affidavit to sign)
QUEENSLAND INDUSTRIAL RELATIONS COMMISSION
Industrial Relations Act 1999

QUEENSLAND SERVICES INDUSTRIAL UNION OF EMPLOYEES
(Mater A5 of 2008)

AFFIDAVIT OF DIANE SHARON MACLEOD

TO: The Industrial Registrar, Industrial Registry, Level 18, Central Plaza 2, 66 Eagle Street, (Corner Creek and Elizabeth Streets), Brisbane 4000, GPO Box 373, Brisbane Q 4001 Phone: (07) 3227 8060, Fax: (07) 3221 6074

Further to my affidavit taken on the 3 October 2008 on the Gold Coast, I, Diane Sharon Macleod, of 7 Short Street Southport Queensland 4215 affirm and say as follows—

1. In the 80s concerns were raised that there was not a sexual assault service, for women who had been raped or sexually assaulted, within the Gold Coast community.

2. I personally experienced the situation at this time being a worker in a women’s refuge were women were disclosing that they had been raped or sexually assaulted but there was no service to refer them to. As a result I became involved in the push for a sexual assault service in the Gold Coast community.

3. In 1990 following political lobbying the Department of Family Services and the Department of Health each granted $20, 000 to set up a sexual assault service run out of 3 rooms at gold cost hospital staffed by 3 part time positions, a coordinator, a councillor and an administrative officer. I was employed as the coordinator and I invested a lot of my own time in setting up the service as I believed that women needed the service and that if it was to continue it had to function well.

4. In 1991 the total grant money tripled and funding transferred solely to Queensland Health violence against women program. The organisation grew with small increases each year until 1997 when the funding went to tender and we were successful in the tender and securing extra money.

5. There has been no further negotiation ability since the tender process in 1997. There has been no increase to the funding level aside from indexing since 1997.

6. The organisation today operates on a budget of $430,000 which comes from government funding through the Department of Queensland Health.

7. The organisation has a Management Committee who in conjunction with the staff set the strategic direction for the organisation in line with our values and provides a checking mechanism for the overall operation of the organisation. The Management committee comprises of 3 people within the professional / legal / financial / health, 2 people who are directors of community agencies on the Gold Coast and me as the Director of the organisation. A management committee member will participate in the recruitment of staff by sitting on the interview panel. The Management Committee give authority for the Director to oversee the day to day operation of the service.

8. A copy of each position description is attached and marked DSM 1. will attempt to give an outline of the roles from points 9 to 20 contained within this statement below.

Signed: ......................................................... Taken By: .........................................................
(depotent to sign) (person taking the affidavit to sign)
9. I am the Director of the service. My position has been classified at SACS level 7. I have responsibility for the overall management and leadership of the centre comprising of 7 staff. I report to the Management Committee.

10. From an operational perspective I am ultimately responsible for:

- the recruitment, retention and management of staff;
- government grant service contracts;
- the management of the resources ie rental property renegotiate; the rental agreements; the purchasing of vehicles and maintenance of resources; and
- the development and implementation of the budget with the ability to make recommendations to the Management committee for items that sit outside the approved scope.

11. The position also entails a significant amount of report writing for

- tenders;
- funding submissions;
- written submissions for legal change with respect to sexual violence against women;
- to write to other agencies advocating on behalf of a client who has been sexually assaulted; and
- more broadly to decision makers within government on improving the rights of women.

12. As the Director I am also required to participate on the crisis phone interacting directly with clients. This requires me to book appointments for the client; advise them on services open to the and the options they have open to them.

13. I will provide crisis court support where the officer of the Director of Public Prosecution advises that the client needs support and other counsellors are not available to attend. Such support includes attending with the client; advising them of the process; assisting with paperwork and advocating on their behalf.

14. I am also the vehicle for the organisation to have direct input in the review processes that are undertaken at Federal and State Government levels.

15. A tertiary qualification is required for the position and it is desirable that the position holder have content knowledge of the programs delivered as well as managerial capabilities. It is an essential requirement for the Director of the service to have content knowledge of the programs run and an in depth knowledge of the nature and prevalence of sexual violence. Equally important is the knowledge and experience in the management and financial control of a small to medium business. It is my belief that one is no good without the other. The Director must have a good knowledge of the governing systems and legislation combined with generic management skills. The right combination of both is essential.

16. I hold a B.A (Humanities & Social Science) and am currently completing a Master of Management (Community Management) with 25 years of experience within the Industry.

17. The Counselling Manager of the service has been classified at SACS level 6 and is a fulltime position. The Counselling Manager has responsibility for:

- the clinical counselling program;
- participating in the evaluation of programs their development, implementation and delivery;
- the clinical supervision of the counsellors.
This gives the position scope to participate in the professional development and work performance of staff;

overseas the design, implementation and evaluation of the groups delivered to clients.

The Counselling Manager does not carry an assigned case load but has the ability to take on case loads as required. The Counselling Manager participates in the crisis phone roster and responds to face to face crisis if required. The position participates in the renegotiation of contracts. This is a qualified position and the current occupant holds a psychology degree.

18. The counsellor positions of the service of which there are 3 part time employees have been classified at SACS 5. The counsellors provide counselling support, short to long term that is based on a feminist framework for women in crisis with the purpose being to assist women to heal from the trauma of sexual violence. Crisis covers women who experience sexual violence at any time of their life. Service offers clinical services which are centre based and outreach services which are services delivered from another organisation venue like a community centre; neighbourhood centre or high school. The scope of work for the counsellors is:

- counselling short and long term;
- individual advocacy on behalf of the client with external agencies like the police; legal aid; health facilities and possibly the clients employer with the aim of supporting the client to get the best outcome on the issue being addressed;
- providing support to the client in relation to issues concerning medial or legal processes such as assisting them when they report to police or attending medical appointments with the client; and
- providing education and training on sexual violence and issues associated with sexual violence. This is achieved through the delivery of groups that are part therapeutic and part educational centred around sexual violence.

The Counsellors are required to have a tertiary qualification either in social work; psychology or behavioural science as stipulated in the funding agreement not having the qualification may put our funding at risk. It is also a requirement to perform the work required as a sound knowledge and application of counselling theories is needed to achieve positive outcomes for the clients.

19. The Administrator position of the service is classified at SACS 5 and is fulltime. The position supervises the Administration Assistant and has front of office responsibilities of a clerical nature. Primary responsibilities include:

- the preparation of financial records;
- the preparation and payment of wages;
- administrative functions associated with recruitment and retention of staff like creating personal files; ensuring tax file numbers are provided; blue card checks and having paper work completed to obtain blue card if required;
- participating in the drafting of statistical reports for the programs;
- working closely with the Director in regards to the drafting of reports for program evaluation.
- preparing financial reports for the Management committee; and
- Coordinating the external financial auditing process in conjunction with the Director and Treasurer.

The position also has direct contact with clients presenting with initial crisis. This entails the worker making client appointments and providing details of resources available inclusive of other community agencies. Training is provided to the position around interaction with clients and service delivery to ensure they have the appropriate skills to interact with the clients. It is not a requirement for the position to hold a qualification although it would be welcomed. Significant experience in Administration and office management is essential.

Signed: [Signature]
Taken By: [Signature]
20. The Administrative Assistant is a casual position classified at SACS 2. When required casual employee is engaged to assist during peak periods. The position has responsibility for:

- front desk duties like greeting clients and answering the telephone
- and basic administrative functions like the issuing of invoices and receipts,
- distribution of resources
- filing paperwork
- and assisting to organise events in the community

It is not a requirement for the position to hold a qualification.

21. It is not mandatory for the organisation to keep case notes. In line with the values of the organisation clients are advised on their approach to the service about the service and our limitations and obligations with regard to the keeping of records. At the first session the client is asked to sign a form as to whether they wish notes to be taken or not. The service has a policy on how case notes to be kept. The policy provides for the standardisation of case notes to ensure they are objective, factual and concise this is a requirement should they be required for court work or subpoenaed. These notes are also useful for the Counsellors in tracking the progress of the client and for continuity.

22. Queensland Health fund the service to see clients who are women 15 years and above. The service does also see high school girls from 13 and above. In both instances these are girls and women who have been raped and are distressed. Workers need to assess and check the safety of the clients with respect to their emotional safety (is there a risk they will harm themselves) as well as physical safety (is there a risk for re-abuse)

23. Many women accessing the service are in crisis. Crisis for these clients is a result of having been raped. For or a woman who has been recently raped the crisis would be the rape and the flow on consequences of that rape. For a woman who has experienced past rape, a crisis may be that they have been triggered by something that reminds them of the trauma; experience recurrent nightmares or that the offender has been released.

24. Clients will disclose health issues due to being raped. These health issues might manifest in number ways such as:

- physically an example of which might be gynaecological problems related to sexually transmitted diseases; and
- mentally an example of which might be depression.

25. Depression is a significant issue for the clients accessing the service. This can lead to the contemplation of suicide. The service has acknowledged the risk and has policies in place around clients who are actively suicidal this is to assist with the client's physical and emotional safety.

26. There is an intersection of the use of drugs and alcohol as a form of self medication after trauma. Often clients are referred to our service from external agencies that provide assistance to those with drug and alcohol issues and through that assistance it has become evident that there is an underlying issue of sexual assault.

27. The situation might also arise that homelessness services or young mothers programs also refer clients as it has become evident that there is an underlying issue of sexual assault.

28. The service is not a drop in service and clients are seen by appointment only with recent rape clients taking precedent.

Signed: ------------------  Taken By: -------------
(deponent to sign) (person taking the affidavit to sign)
29. I believe and have observed that workers within the service come with the expectation that they will be exposed to and be seeing some distressing accounts of human behaviour.

30. Threats to the service and workers are more likely to come from those accompanying the client than the client themselves. It could be a case that it is a parent who is accompanying the client and the parent is very angry and frustrated by the situation they find their child in. It would be that the client is accompanied by a partner who is not welcoming of the intervention. The organisation does have policies in place to manage these situations and workers are made familiar with the policies. A key part of the policy is that there is to be two workers present within the building at all times when clients are being seen. There is also a duress alarm at reception that goes straight to security. Also if a worker is with a client engaging in emotional release work (where the client expresses emotions) the workers are to identify this with other staff before commencing the session.

31. It is my belief that due to the environment and the nature of the work that is supporting women of sexual assault, safety becomes second nature as it is a normal expectation of the work.

32. Workers have assess to peer support every day. Peer support is the option to discuss and ventilate issues with a co-worker.

33. Workers also have access to clinical supervision which is a support and professional development mechanism designed to provide an opportunity to reflect on practice and gain process and content feedback from an experienced supervisor. Clinical supervision occurs weekly.

34. The organisation used to have external supervision with a provider who was a psychologist specialising in sexual violence. However the provider external to the service left the Gold Coast. There is no other external provider with the experience within the area as it is a specialised area. The current counselling manager is the most experienced person within the area and is also a psychologist so clinical supervision is provided by them to the staff with the same focus.

35. Retention of staff is an issue for the service as the staff are aware of the low wages and the disparity between government and non government rates within the industry. This is compounded by the vulnerability of funding that is positions can be lost if funding is not concurrent.

36. Geographically Brisbane is the nearest government service of a like nature to ours and attrition at this point in time has not occurred due to the distance a staff member living on the gold coast would have to travel.

37. The Counsellors core function of sexual assault counselling is comparable to the sexual assault counselling provided by the counsellors in Queensland Health.

38. Attached is a comparison of wages between West Morton Sexual Assault Service who are Queensland Health Employees and our service it is marked DSM2. I provided this wage comparison to health ministers in February to demonstrate the inequities in the field and lobby for increased funding to allow us to pay our workers at the same rate.

39. Salary Sacrifice is available at GCCASV to a maximum of 30% and 4 out of 8 staff access this benefit.

40. I have seen a great deal of change within the organisation from an operational perspective. This has been demonstrated in the requirement to formalize process and policies to give guidelines on appropriate practices and ensure accountability. More recently there has been a focus on internal accountability and quality assurance also generated through the expectation of the funding body with respect to outcomes of the program and how they are achieved.

Signed: [Signature]
(deponent to sign)

Taken By: [Signature]
(person taking the affidavit to sign)
41. Queensland Health, the funding body, for evaluation purposes requires that numbers of women coming into the service be kept. There is a requirement to provide financial reports and service data collection on a quarterly basis.

42. The funding agreement stipulates that any worker engaged in the counselling position must have a tertiary qualified and the continuation of the funding is contingent on such qualifications being held. As such part of the reporting requirements are to provide details of the staff and the qualifications they hold. There is no requirement for mandatory qualifications for the Coordinator or auxiliary staff within the funding agreement.

43. Queensland Health also requires that we provide a report in line with their performance framework on a 6 month basis. The performance framework is a document developed by Queensland Health as a method to measure performance against identified strategies developed by Queensland Health.

44. The organisation has practices in place to ensure standards and quality control as there is a requirement to adhere to the national standards of practice for services against sexual violence. Standards include access and equity and culturally appropriate service. If we do not meet the national standards this could jeopardise funding. As the Director it is my responsibility to be aware of these requirements, develop and implement the practices to meet the standards and ensure the staff are aware of them and abide by them.

45. The organisation is required to adhere to the interagency guidelines for responding to adult victims of sexual violence as part of our funding requirement. By not following the interagency guidelines the organisation could compromise the standard of service offered to clients.

46. The service is not a mandated reporter but an ethical reporter. In Queensland because the service works with people under the age of 18 we must develop and have in place a child risk strategy and be very clear about what we do when we believe a child's safety may be at risk. This is a requirement of the child protection legislation.

Signed: [Signature] 
Taken By: [Signature] 
(deponent to sign) 
(person taking the affidavit to sign)
QUEENSLAND INDUSTRIAL RELATIONS COMMISSION
Industrial Relations Act 1999

QUEENSLAND SERVICES INDUSTRIAL UNION OF EMPLOYEES
(Mater A5 of 2008)

AFFIDAVIT OF DIANE SHARON MACLEOD

This is the attachment marked DSM2 mentioned in the affidavit of Diane Sharon Macleod,

affirmed before me at Gold Coast on this 19th day of December 2008.

Signed: [signature]
(deponent to sign)

Taken By: [signature]
(person taking the affidavit to sign)
POSITION DESCRIPTION
DIRECTOR

TERMS: Permanent Full Time (37.5 hours per week Monday – Friday)

RESPONSIBLE TO: Management Committee
RESPONSIBLE FOR: All staff

1 POSITION OBJECTIVE
To work as part of a team, maintaining a high quality Gold Coast Centre Against Sexual Violence Inc in the Gold Coast region, providing counselling, support, information and education to female survivors of sexual assault, and information, education and training to other members of the community.

All workers employed by the organisation are expected to work within the philosophy and guidelines of the agency.

2 POSITION DUTIES

2.1 COUNSELLING & SUPPORT
To provide a high quality counselling and support service. This includes:
- Providing crisis, short, medium & long term support and counselling to women and young women who have experienced sexual violence at any time in their lives.
- Providing support and information to persons who contact the organisation for assistance with issues relating to sexual violence.
- Assisting in the design, implementation, facilitation and evaluation of groups for women who have experienced sexual violence.
- Providing court support to women survivors who are involved in the medical/legal process.
- Providing assistance with referrals and access to other services and resources.
- Providing advocacy for women survivors when necessary in order to achieve positive outcomes for them with other agencies.
- Participating in weekly clinical supervision

2.2 EDUCATION & TRAINING
To provide effective sexual violence education and training within the local community. This includes:
- Promoting community awareness through public education and large-scale media campaigns.
- Delivering prevention education in high schools.
- Assisting with the development of written material providing information to women who have experienced sexual violence, their partners, families and for other professionals working in the area of violence against women.
- Developing, facilitating and evaluating training for workers in the area of sexual violence.
- Assisting in preparation for and participate in local, state, national and international activities to promote awareness of sexual violence against women.
- Providing a supervisory resource to other workers in the field where appropriate.

Job des 10/2007
Maintain your own awareness and current knowledge of the application of legislation, research and other data related to the area of sexual violence against women.

2.3 COMMUNITY DEVELOPMENT
In collaboration with the Gold Coast Centre Against Sexual Violence Inc team to develop, conduct and evaluate community development activities that enhance the response to women who have experienced rape and/or sexual assault. This includes:

- Attending interagency meetings as required
- Developing and maintaining networking relationships with Government organisations, community-based agencies and other professionals and workers in the community
- Taking a lead role in community development/education campaigns, such as Sexual Violence Awareness Month and Domestic Violence Prevention Month.
- Participating in relevant consultations and public enquiries that are relevant to the needs of women.
- Maintain a current knowledge of the application of legislation, research and other data related to the area of sexual violence against women.

2.4 GENERAL TEAMWORK & SELF CARE
To actively and effectively participate as a member of the staff team with the ongoing aim of achieving and maintaining an effective, efficient and accountable organisation that reflects the agency philosophy. This requires co-operating with team members and also requires:

- Operating within the philosophy, aims, objectives, policies and procedures of Gold Coast Centre Against Sexual Violence Inc.
- Attendance at staff meetings, Annual General Meetings, policy and planning days and other organisational development activities
- Participation in the development, implementation and review of the agency strategic plan.
- Participation in the development, implementation and review of policies and procedures.
- Participation in staff performance appraisal, training and development activities and procedures.
- Collection of statistical data as required for accountability, research and needs analysis purposes.
- Active promotion of Gold Coast Centre Against Sexual Violence Inc services
- Participation in the evaluation of Centre services.
- You may be required to respond outside of your normal work hours in situations where client and organisational need must be prioritised.
- Participation in agency activities, such as Sexual Violence Awareness Month, Domestic Violence Prevention Month and other functions as directed.
- Selection of relevant material for the reference/lending library.
- Maintain a personalised self care program.
- Undertake any other tasks as directed.
POSITION DESCRIPTION
COUNSELLING MANAGER

POSITION OBJECTIVE
To work as part of a team, maintaining a high quality sexual assault support service in the Gold Coast region, providing counselling, support, information and education to female survivors of sexual assault, and information, education and training to other members of the community.

All workers employed by the organisation are expected to work within the philosophy and guidelines of the agency.

SALARY AND CONDITIONS
The salary is based on the Queensland Social and Community Services Award scale.

ACCOUNTABILITY
Direct accountability is to the Co-ordinator of the service who reports directly to Sexual Assault Support Service Management Committee. Accountability for services provided to clients is inherent in the position.

DUTIES

COUNSELLING & SUPPORT
1. To provide non-judgemental counselling, support and information to persons who contact the organisation for assistance with issues relating to sexual violence.
2. To provide court support to women survivors who are involved in the medical/legal process.
3. To provide assistance with referrals and access to other services and resources.
4. Provide advocacy for women survivors when necessary in order to achieve positive outcomes for them with other agencies.

SUPERVISION
1. To manage the clinical counselling program.
2. To provide regular clinical supervision to the counselling team members.
3. To oversee the design, implementation, facilitation and evaluation of groups for women who have experienced sexual violence.
4. To co-ordinate agency activities in the absence of the co-ordinator.

EDUCATION
1. To promote community awareness through the presentation of community education, prevention programmes and large-scale media campaigns.
2. To assist with the development of written material providing information to women who have experienced sexual violence, their partners, families and for other professionals working in the area of violence against women.
3. To develop, facilitate and evaluate training for workers in the area of sexual violence.
4. To assist in preparation for and participate in local, state, national and international activities to promote awareness of sexual violence against women.
5. To provide a supervisory resource to other workers in the field where appropriate.

GENERAL TASKS
1. Networking with Government organisations, community-based agencies and other professionals and workers in the community to share and develop a greater knowledge of, and relationship with, people working in this field.
2. Collect statistical data as required for accountability, research and needs analysis purposes.
3. Selection of relevant material for the reference/lending library.
4. Maintain a current knowledge of the application of legislation, research and other data related to the area of sexual violence against women.
5. Participate in the development of the organisation with other staff in strategic planning for the organisation.
6. Participate in the review, evaluation and policy development of the organisation in conjunction with other staff.
7. Attend and participate in weekly staff meetings.
8. Participate in regular supervision with an external supervisor.
9. Undertake any other tasks as directed.

KEY SELECTION CRITERIA
KSC1 Qualifications in behavioural or social sciences, and/or experience in working in the area of sexual violence against women.
KSC2 An ability to work within the philosophy and guidelines of the organisation as a team member.
KSC3 Demonstrated ability in counselling with a high level of self-awareness, social skills and self-motivation.
KSC4 An ability to respond in crisis situations, to use initiative and to work autonomously.
KSC5 Demonstrated ability to undertake group work, education and training programmes.
KSC6 A full and current understanding of all legal aspects pertaining to sexual violence against women.
POSITION DESCRIPTION
SEXUAL ASSAULT COUNSELLOR/EDUCATOR

TERMS: Permanent Part Time (30 hours per week, Tuesday – Friday includes working late night Thursday)

REPORTS TO: Director via Counselling Manager

REMUNERATION: SACS Level 5

1 POSITION OBJECTIVE
To work as part of a team, maintaining a high quality Gold Coast Centre Against Sexual Violence Inc in the Gold Coast region, providing counselling, support, information and education to female survivors of sexual assault, and information, education and training to other members of the community.

All workers employed by the organisation are expected to work within the philosophy and guidelines of the agency.

2 POSITION DUTIES

2.1 COUNSELLING & SUPPORT
To provide a high quality counselling and support service. This includes:

- Providing crisis, short, medium & long term support and counselling to women and young women who have experienced sexual violence at any time in their lives
- Providing support and information to persons who contact the organisation for assistance with issues relating to sexual violence.
- Assisting in the design, implementation, facilitation and evaluation of groups for women who have experienced sexual violence.
- Providing court support to women survivors who are involved in the medical/legal process.
- Providing assistance with referrals and access to other services and resources.
- Providing advocacy for women survivors when necessary in order to achieve positive outcomes for them with other agencies.
- Participating in weekly clinical supervision

2.2 EDUCATION & TRAINING
To provide effective sexual violence education and training within the local community. This includes:

- Promoting community awareness through public education and large-scale media campaigns.
- Delivering prevention education in high schools.
- Assisting with the development of written material providing information to women who have experienced sexual violence, their partners, families and for other professionals working in the area of violence against women.
- Developing, facilitating and evaluating training for workers in the area of sexual violence.
- Assisting in preparation for and participate in local, state, national and international activities to promote awareness of sexual violence against women.
- Providing a supervisory resource to other workers in the field where appropriate.

Job des 10/2007
• Maintain your own awareness and current knowledge of the application of legislation, research and other data related to the area of sexual violence against women

2.3 COMMUNITY DEVELOPMENT
In collaboration with the Gold Coast Centre Against Sexual Violence Inc team to develop, conduct and evaluate community development activities that enhance the response to women who have experienced rape and/or sexual assault. This includes:
• Attending interagency meetings as required
• Developing and maintaining networking relationships with Government organisations, community-based agencies and other professionals and workers in the community
• Taking a lead role in community development/education campaigns, such as Sexual Violence Awareness Month and Domestic Violence Prevention Month.
• Participating in relevant consultations and public enquiries that are relevant to the needs of women.
• Maintain a current knowledge of the application of legislation, research and other data related to the area of sexual violence against women.

2.4 GENERAL TEAMWORK & SELF CARE
To actively and effectively participate as a member of the staff team with the ongoing aim of achieving and maintaining an effective, efficient and accountable organisation that reflects the agency philosophy. This requires co-operating with team members and also requires:
• Operating within the philosophy, aims, objectives, policies and procedures of Gold Coast Centre Against Sexual Violence Inc.
• Attendance at staff meetings, Annual General Meetings, policy and planning days and other organisational development activities
• Participation in the development, implementation and review of the agency strategic plan.
• Participation in the development, implementation and review of policies and procedures.
• Participation in staff performance appraisal, training and development activities and procedures.
• Collection of statistical data as required for accountability, research and needs analysis purposes.
• Active promotion of Gold Coast Centre Against Sexual Violence Inc services
• Participation in the evaluation of Centre services.
• You may be required to respond outside of your normal work hours in situations where client and organisational need must be prioritised.
• Participation in agency activities, such as Sexual Violence Awareness Month, Domestic Violence Prevention Month and other functions as directed.
• Selection of relevant material for the reference/lending library.
• Maintain a personalised self care program.
• Undertake any other tasks as directed.
GOLD COAST CENTRE AGAINST SEXUAL VIOLENCE INC

POSITION DESCRIPTION
ADMINISTRATOR

TERMS: Permanent Full Time (37.5 hours per week Monday – Friday)
RESPONSIBLE TO: Director
RESPONSIBLE FOR: Admin assistant

1 POSITION OBJECTIVE
To perform administrative duties and work as part of a team, maintaining a high quality Gold Coast Centre Against Sexual Violence Inc in the Gold Coast region, providing counselling, support, information and education to female survivors of sexual assault, and information, education and training to other members of the community.

All workers employed by the organisation are expected to work within the philosophy and guidelines of the agency.

2 POSITION DUTIES

2.1 RECEPTION
1. To receive clients in a warm and welcoming manner.
2. To answer telephone enquiries
3. To respond to crisis calls, take referral details, and implement referral of calls to an appropriate staff member.
4. Face to face contact with trades people and workers from other organisations.
5. Face to face contact with clients.

2.2 ADMINISTRATIVE DUTIES
1. Establish and maintain an effective and accessible filing system.
2. Collate current in/out correspondence for the team/committee to read.
3. Organise maintenance and cleaning of office, order stationery, kitchen supplies as required.
4. Responsibility for distributing monthly minutes, reports and agenda for GCCASV staff and committee meetings.
5. Responsibility for typing and distributing quarterly progress reports to the funding body.
6. General administration and reception duties when in the office (e.g. clearing answering machine, faxing, photocopying etc.)
8. Recording monthly statistics of contact with client group.
9. To assist both team and committee by performing clerical duties as required.
10. Assist co-ordinator to establish and maintain a local resource directory.
11. Typing of submissions, correspondence and other material as required by work group.

2.3 COMPUTER WORK
1. All word processing including tables, graphs, graphics and art work.
2. Set up databases.
3. Data capture and extraction of statistics for reporting to funding body.
4. Set up spreadsheets.
5. Computerised accounting.
6. Compile and maintain mailing lists.
2.4 **FINANCIAL MANAGEMENT**

1. Accurate recording of finances and banking.
2. Accurate monthly balancing of operating accounts.
3. Accurate recording of all petty cash transactions.
4. Accurate recording and receipting of incoming monies and their banking.
5. Payment of accounts.
6. Preparation of staff wages including all taxation requirements.
7. Preparation of monthly financial reports for GCCASV Management Committee.
8. Preparation of quarterly and annual financial reports for funding body.
9. Preparation of budget information in conjunction with co-ordinator for submissions/projects etc.
10. Liaise with co-ordinator and treasurer regarding financial matters.
11. Preparation and monitoring of annual budgets in conjunction with co-ordinator.
12. Conclusion of financial year end and all external audit preparations.
13. Quarterly Preparation and lodgement of Business Activity Statement to ATO
14. Monthly preparation and lodgement of PAYG statement to ATO
15. Monthly preparation and lodgement of employee Superannuation to Sunsuper

**OTHER TASKS**

1. Participate in the development of the organisation with staff and Management Committee including strategic planning.
2. Participate in the evaluation, review and policy development of the organisation in conjunction with other staff and committee.
3. Participate in training, supervision and relevant networks.
4. Attend and participate in weekly team meetings.
5. Participate in advocacy, lobbying and promotion of the service where necessary.
6. Collect statistical data as required.
7. Undertake other tasks as directed.

**KEY SELECTION CRITERIA**

- KSC1 Demonstrated experience / qualifications in office and financial management.
- KSC2 Well developed interpersonal and organisational skills.
- KSC3 Word processing skills appropriate for above mentioned duties.
- KSC4 Ability to use software packages installed at GCCASV.
- KSC5 Ability to work autonomously and as part of a team.
- KSC6 Understanding of issues pertaining to violence against women.
- KSC7 Ability to work in a community based organisation which utilises a feminist framework as it works towards its goals.
- KSC8 Ability to respond to crisis situations.