



Position: Office Administration – Multicultural Well – Being Team,
Multicultural Centre for Mental Health and Well-being
“Harmony Place”

Status: Locum February to June 2009 – 19 hrs per week with
opportunity to extend

Remuneration and Conditions: This position will be remunerated with salary and conditions equivalent to the Social and Community Services (Queensland) Award, SACS Level 3.1 to 3.4 classification, depending on skills and experience.

This includes a salary range of \$36, 423.00 - \$39,145.00 per annum. Salary sacrificing is available.

Reports to: Team Leader, Multicultural Well – Being (MWB) Program

Probation period: 1 month

POSITION SPECIFICATION

a) Purpose of Position

- provide high quality clerical and administrative support services to the Multicultural Well – Being Team.
- Provide technical assistance, support and training to members of the Multicultural Well –Being team to optimise use of information systems and data bases.
- Personal assistant to the Multicultural Well- Being Team Leader
- Fill in for the Reception officer. The reception service is responsive to the needs of clients from culturally and linguistically diverse backgrounds (CALDB) families, carers and organisations which support mental health and well being of individuals, families and carers.

b) Organisational Environment

- This position is the clerical/administrative position supporting the Multicultural Well – Being team (MWB). The Multicultural Well – Being team is one of the teams working at the Multicultural Centre for Mental Health & Well-Being. Harmony Place is located at Yeronga Brisbane inner south and employs 3 teams – the MWB team, the Mental Health team and a Project team.
- The Multicultural Centre for Mental Health & Well-Being currently provides services in the greater Brisbane area, and currently employs up to 14 staff and a number of volunteers.

- The centre is funded by Disability Services Queensland, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), with grants from other sources allowing a range of projects which supplement and enhance the core business.

c) **Primary Duties/Responsibilities**

In consultation with the Multicultural Well – Being Team Leader:

- provide clerical and administrative support to the MWB team
 - undertake data entry and develop and manage file storage and retrieval, systems e.g. Word, Excel, Publisher, Access, Email, Internet usage
 - filing
 - organising attendance at and equipment for community festivals
 - maintain agendas and minutes for Well – Being team meetings
 - maintain timesheets, leave calendars for Well – Being team
 - data entry in Microsoft outlook and internet programs
 - maintain team’s resource library
 - search the web for mental health resources etc
 - read, assess and summarise information sent to the team
 - MWB team vehicle maintenance
 - assist Team Leader with reporting requirements
 - draft email newsletter
 - any other duties required by the team

- provide technical assistance, support and training to the Multicultural Well-Being team members on how to get optimum use of:
 - telephones, including mobiles
 - multi function device,
 - microsoft outlook,
 - powerpoint, word, excel,
 - laptops, projectors, internet, etc

- personal assistant to the MWB Team Leader:
 - photocopying
 - drafting emails
 - following up phone calls
 - other duties

- reception services (counter and phone) and respond, provide information or refer appropriately

d) **Accountability**

The Administrative position is accountable to the MWB Team Leader and provides effective administrative support to the MWB team.

ESSENTIAL SELECTION CRITERIA

Leadership

1. Demonstrated enthusiasm and capacity to develop solutions to maintain and improve the clerical and administrative functions of the MWB team.

Knowledge and Experience

2. Sound knowledge and experience in providing clerical and administrative support, working for and in a team including:
 - 1 use of Microsoft programs
 - 2 use of business equipment
 - 3 data collection, entry, retrieval and reporting systems
 - 4 records, purchasing and financial administrative procedures
 - 5 occupational health and safety

Management

3. Demonstrated capacity to work as part of a team, to manage time effectively, and be attentive to detail.

Communication

4. Demonstrated sound written and verbal communication, including the capacity to communicate with people from culturally and linguistically diverse backgrounds, and people who may be experiencing significant distress.

Other

Current open Queensland driver's licence and Blue Card.

APPLICATIONS

Your application should include the following:

- A Curriculum Vitae/Resume (no more than 3 pages), that includes references to your experience and achievements that are relevant to the criteria for this position.
- A covering letter (no more than 2 pages) answering the following 3 questions. You may wish to incorporate aspect of the selection criteria into the answers for the three questions.
Why do you want this job and where do you think you can add most value?

What experience have you had providing administrative support for a team within an office environment?

What experience have you had that will assist you to communicate with people from culturally and linguistically diverse backgrounds and/or people who are distressed?

- The names of two relevant employer referees. Please indicate if you have any concerns about contacting referees.

Please address all applications to:

The Team Leader

Multicultural Well – Being Team

Multicultural Centre for Mental Health & Well-Being

PO Box 3135

Yeronga Q 4120

Closing date: 5pm, 30 January 2009

Enquiries: For further information about Harmony Place, please visit our website www.harmonyplace.org.au. For more information regarding the position please contact Anna Mantovan on (07) 3848 1600.