

**WYDAC**

Warlpiri Youth Development Aboriginal Corporation

# Position description

<b>Position title:</b>	Office Coordinator	<b>Date:</b>	January 2020
<b>Level:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 3	<b>Salary:</b>	Award rate with relevant penalties
<b>Reports to:</b>	WYDAC Management	<b>Dept:</b>	Administration
<b>Approved by:</b>	CEO	<b>Supervises:</b>	Head office Administrators & volunteers

CEO Signature: \_\_\_\_\_

## Part A: About WYDAC

### Background

Warlpiri Youth Development Aboriginal Corporation (WYDAC) has dedicated itself to developing the strength, health, confidence and leadership of Warlpiri youth since 1993. The program aims to promote positive and meaningful future pathways for all young Warlpiri people.

The notable, and sustainable, success of the program has been firmly based on the strength of Warlpiri youth, families and their communities, as well as the ongoing commitment of staff. The program was created by, and for, Warlpiri people, and is governed by a Warlpiri Committee.

The WYDAC head office is in Yuendumu Community, however WYDAC is comprised of a variety of programs operating at five different Warlpiri sites – Yuendumu, Willowra, Nyirripi, Lajamanu and Mt Theo Outstation. WYDAC also have an office located in Alice Springs. There are over 70 staff across the entire organisation with more than half of these being Warlpiri people.

### ***WYDAC services include:***

#### **Youth and Family Services**

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- Mt Theo Outstation
- Jaru Pirrjirdi Youth Development Program
- Warra Warra Kanyi Counselling and intensive case management
- Intensive Family Support Service
- Jintangka Mardaninjaku (Community Development)
- Pina Pina Jarrinjaku Yuendumu Learning Centre
- Lajamanu Early Learning Centre
- NDIS Disability Support
- Restorative Justice and Court Diversion for Young People
- Tanami Kamina-Kamina Wirntija-ku (Tanami Girls Dance and Culture Camp)
- Yuendumu Swimming Pool

### **Corporate Services**

- Contracts Management
- Financial and Risk Management
- Human Resource Management (HR)
- Infrastructure Support
- Mechanical Training Workshop
- Work Health and Safety

### **Management and Administration**

- WYDAC Board and Management
- Finance and Administration
- Quality Management

WYDAC, and Warlpiri communities, began by challenging a generation destroying itself through substance misuse. Strong and skilled community action created an environment for healthy change and sustained success. This work has broadened greatly over the last 25 years beyond the initial crisis of petrol sniffing to any risk, opportunity or pathway arising for young Warlpiri people. WYDAC continues to facilitate the profound strength and capacity of Warlpiri youth, and their families, to meet these challenges and establish positive and meaningful futures.

WYDAC aims to be the primary social services provider for youth and family services within each of the four remote Warlpiri communities: Lajamanu, Willowra, Nyirripi and Yuendumu.

## **Our mission**

We seek to be an effective Warlpiri-led organisation that provides education, early intervention, crisis support and care services to improve the social, cultural, spiritual and emotional wellbeing within the four Warlpiri communities of Lajamanu, Nyirripi, Willowra and Yuendumu;

- Healthy, resilient and socially engaged children and young people

- Strong nurturing families
- Safe, vibrant communities
- Strong advocacy for Warlpiri people

## Our values

We believe that health does not just mean the physical wellbeing of the individual but refers to the social, emotional, cultural and spiritual wellbeing of the community. We strive to support children, families and young people, from across Warlpiri country, to achieve their full potential and to help them build strong futures. We value honesty and integrity in all we do.

## Guiding principles

Warlpiri patu kurlangu	Warlpiri leadership and ownership
Kurdu-kurdu jungarni yaninjaku	Positive and meaningful pathways for young people and families
Mardarni-njaku kurdu-kurdu jintangka	Support for Warlpiri youth and families to deal with hard times
Nguru-ngka taarnga-juku warrki-jarrinjaku manu nyiya-kanti-kanti mampu-ngku mardarni-njaku	Sustainable resources and infrastructure on country
Jinta-ngka karlipa warrki-jarrimi manu kalipa nyanu purda-nyanyi Yapa manu kardiya jinta-marri-marri- warrki jarrimi	Unique and responsible working relationships  Yapa and kardiya working together

## Program objectives

- The primary purpose of WYDAC is to develop strong Warlpiri children, youth and families
- Provide youth diversion and early-intervention activities
- Provide youth leadership and development opportunities
- Provide education, counselling and care for young people and families
- Provide rehabilitation for at-risk youth who may be suffering from a range of issues including suicidal ideation, mental health challenges and substance misuse
- Provide young people with positive alternatives to juvenile detention

- Provide education, training and jobs so people can stay in the community
- Provide intensive support for young families and their children who may be going through hard times or where there is neglect
- Provide positive life pathways into jobs and leadership through training and development activities
- Share knowledge and skills with other Aboriginal corporations
- Operate and maintain a Gift Fund to be known as “The Warlpiri Youth Development Aboriginal Corporation Gift Fund” in accordance with the requirements of the Australian Taxation Office”.

## Part B: Position specifications

The WYDAC Head Office is a safe and welcoming space for young people, families and the Warlpiri Community. WYDAC places value on ensuring that clients, board and community members feel welcome and are attended to. This role presents the first point of contact and is integral in the operations of WYDAC’s Office Administration.

### Primary purpose of the position

The primary purpose of the Office Coordinator is to ensure the WYDAC Head Office runs smoothly and efficiently by coordinating the office administration, front office client and community engagement & communication and supporting staff, stakeholders & service areas.

The Office Coordinator will:

- Manage administrative and operational matters of the WYDAC office
- Manage frequent face to face engagement with Board and Community members in a culturally responsive and effective way
- Oversee and supervise administrative staff; including training and scheduling administrative volunteers, coordinating front office coverage, and assisting on projects and any additional administrative support necessary for the organization
- Assume responsibility for overall front desk activities, including management of the reception area and meeting areas, customer service, phones, mail and office supplies.

### Reporting relationships

The Office Coordinator reports directly to the General Manager Youth & Family Services and is responsible to the Management Team and the WYDAC Board.

## Duties and responsibilities

### *Primary duties*

The following areas are critical to the role and constitute the primary duties required to be successful in fulfilling the duties associated with this position.

### **Office Management**

- Responsible for opening and closing of WYDAC Office
- Provides exceptional customer service in person and on the phone to clients, families, staff, vendors and the community
- Manage reception staff and tasks, as well as filling out relevant timesheets
- Oversees the reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image
- Coordinates overall activities for the front office, including training, scheduling and supervision of front desk volunteers and staff coverage
- Maintains Front Office Manual, updating all forms, manuals and charts as necessary
- Coordinates maintenance of the kitchen, staff break room, conference rooms and counselling/training rooms throughout the day, including tidy up and clean up for meetings and groups

### **General Office Administration**

- Maintaining office supplies, cleaning supplies and equipment
- Review and update processes, including office systems, customer complaints and record keeping arrangements
- Coordinates the maintenance and alteration of office areas and equipment as well as its maintenance, including copier, fax machine,
- Ensuring print and fax area is tidy and documentation in appropriate boxes
- Manage supplies of promotional materials
- Minutes for board meetings, team meetings and AGM
- Administrative support for board members
- Catering for office meetings and events
- Communicates with staff for the purpose of ordering office supplies and planning/allocation of meeting/counselling/conference rooms
- Maintain housing and key allocation, including registers and documentation

### **General Personnel Administration**

- Deal with general HR requests e.g. request for HR records
- Assist with matters pertaining to staff welfare/wellbeing & appreciation
- Maintain staff contact list
- Travel and accommodation bookings
- Direct staff to relevant supervisor for further assistance

- Provide staff basic guidance around WYDAC Office protocol

## **Part C: Person specifications**

### **All staff competencies**

#### ***Core attributes***

To contribute to a successful and enterprising culture at WYDAC, each staff member is expected to demonstrate the following key behavioural attributes:

- being trusted, authentic and self-aware by establishing credibility, and being honest, reliable, accountable, and responsive
- taking initiative and delivering results by seizing opportunities and being outcome and client/young person/Warlpiri community focussed
- providing solutions through logical, creative and innovative thinking and timely, transparent and consultative decision making
- communicating with impact by displaying clarity, diplomacy, persuasiveness and sensitivity
- leading and working well with others by displaying conviction and resilience, working collaboratively, motivating others and mobilising influence.

#### ***Performance development and management***

- Participating in the WYDAC Performance Development and Management process.

#### ***Workplace Health and Safety (WHS) risk management***

- Ensuring that all Learning Centre employees are instructed in and aware of WHS/risk management practices and policies and that these are observed, carried out and enforced.
- Ensuring that all staff develop an understanding of all WYDAC policies and procedures that relate to the minimisation of risk and that duties are performed in a safe and professional manner without causing personal injury or financial loss to themselves, other employees, contractors or the public.
- Developing an understanding of all WYDAC policies and procedures that relate to WHS and the minimisation of risk.
- Performing duties in a safe and professional manner without causing injury or financial loss to themselves, other employees, contractors or the public
- Reporting any injury, illness, asset of financial loss, hazard and near miss incident to their manager as soon as they are detected in accordance with WYDAC procedures.

- Complying with safety directions agreed between management and the employees through the consultation process.
- Cooperating with management when action is taken by them to comply with the WHS Act (2011) and risk management.
- Participating in workplace inspections, audits and risk assessments.

## **Key job competencies**

### ***Knowledge***

The Office Coordinator must have knowledge of:

- Administrative practices and procedures;
- Modern office management principles, procedures and techniques and their adaptation;
- Modern office equipment, including multi-phone lines systems, fax, copiers, scanners, etc;
- General and specific safety requirements relating to building security and management.

## **Qualifications, knowledge and skills and experience**

### ***Essential criteria***

- Demonstrated understanding of, and experience in working with cross-cultural persons and community development, preferably in a remote context
- Demonstrated ability to manage frequent face to face engagement with Board and Community members in a culturally responsive way
- Experience working in administrative management roles with ability to plan and supervise the work of others
- Excellent oral and written communication skills
- Excellent computer skills and experience working with spreadsheets and databases
- Demonstrated ability to work in a team
- Demonstrated capacity for resourcefulness, self-motivation, independent decision making and working with minimal supervision
- Demonstrated negotiation skills and ability to maintain cooperative working relationships with other internal departments and external organizations.
- Demonstrated stress management skills

### ***Desirable criteria***

- Experience working remote
- Qualifications in Business Administration

### ***Additional factors***

- Possession of a current 'C' Class Open Driver's License.
- Applicants will be required to obtain a criminal history check and Working with Children clearance – Ochre Card (on acceptance of position, and conditional to contract offer).

#### **Endorsement**

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature (CEO) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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