

# Connection and Admin Officer

## Position Description

### POSITION DESCRIPTION:

<b>Position title:</b>	Connection and Admin Officer
<b>Status:</b>	Part-time 17-19 hour per week
<b>Location:</b>	Okines Community House
<b>Classification level:</b>	SCHADS Level 4 (\$44.58/hr)
<b>Award</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>
<b>Reporting to:</b>	Manager
<b>Date Approved:</b>	12/2/2026

### POSITION SUMMARY

Create a welcoming, supportive and functional space for the community utilising Okines Community House. We are looking for someone who is personable and able to make people feel safe as well as having excellent organisational skills and an eye for detail. The Connection and Admin Officer is responsible for maintaining up-to-date information about services available to our community and providing individualised support to people seeking assistance. The Connection and Admin Officer will also be responsible for day-to-day office admin and reception tasks, including answering queries from the public; connecting people with relevant services, activities and support; managing new member and volunteer registrations; managing shared calendars and email; and organising supplies, equipment and services as required. The role requires collaboration with the Manager and broader Okines team of staff and volunteers.

### Who we are

Okines Community House works to strengthen and support the Southern Beaches community to be welcoming, supportive, resilient and sustainable - for community, by community. Through community-led practice, we provide:

- A safe, warm, friendly community house that is a focal point for all people in the Southern Beaches community. To work together on the things they want to do, need and believe in. A place that promotes and celebrates community strengths and achievements.
- A program of recreational and supportive activities, programs, events, information, referral and partnerships. To bring needed services into our community that will build, support and strengthen the people and families in our community.
- A responsible accountable organisation, that manages and governs Okines Community House well.

The Okines Community House is an independent incorporated association, funded by the Department of Premier and Cabinet and operates within the framework of the Neighbourhood House Programme.

### LEVEL OF RESPONSIBILITY

This position is directly responsible to the Manager for all aspects of service delivery, office admin and activities under their control. The employee is required to set priorities and monitor work flow in areas of responsibility, provide support to other staff and volunteers, and maintain a high quality in the services provided.

An employee at this level implements and administers activities, procedures and policies. The employee has the authority to exercise a degree of autonomy within the key responsibilities and duties and will be required to exercise initiative and judgment where practices and direction are not clearly defined. Any issues falling outside these areas are to be referred to the Manager.

## **SUPERVISION**

The employee works under general direction from the Manager, has involvement in establishing organisational procedures, priorities and practices. The employee is required to supervise volunteers, plan and organise their own work and support other staff.

## **KEY TASKS AND DUTIES**

- Provide a welcoming, safe and supportive environment for community members entering and utilising the House to feel comfortable raising issues, seeking help and accessing support
- Deliver an excellent standard of customer service and manage relationships with community members, other stakeholders and service providers in a professional manner
- Maintain awareness, knowledge, understanding, and promotion of appropriate support programs, services, resources available to individuals, families and community
- Connect people to appropriate programs, services, activities and resources to address issues, including financial difficulties, food insecurity, and mental health and wellbeing.
- Undertake administration tasks, including volunteer and membership management; office & kitchen supply orders; organising contractors to provide specific services
- Respond to queries from the community and provide accurate, timely and compassionate responses
- Supervise Breakfast Club once a week from 7:30am, during school terms
- Shared calendar and inbox management
- Support external hirers utilising the space and undertake basic housekeeping duties, such as starting and emptying the dishwasher as needed
- Work ethically and with appropriate level of confidentiality
- Attend team meetings and work collaboratively with other areas of the Okines team
- Other tasks and activities to support operations of the House, as required.
- (may be required) Basic bookkeeping tasks, including use of MYOB

## **QUALIFICATIONS**

- relevant degree in social work, community services or similar or demonstrated experience/ specialised skills sufficient to undertake the range of activities required.
- Full Australian Drivers License (desirable)

## **OTHER REQUIREMENTS**

- required to provide a satisfactory National Police Check and Working with Vulnerable People Check

## **SELECTION CRITERIA**

- Excellent interpersonal skills with the ability to connect with a wide range of people and communicate in a manner which allows people to feel safe and comfortable.
- Excellent organisational and admin skills with the ability to prioritise tasks, manage competing demands, and maintain accuracy and attention to detail in all aspects of work
- Strong verbal and written communication skills, including the ability to effectively liaise with internal staff and external stakeholders, write promotional materials and complete grant applications
- Strong computer skills including microsoft office suite
- Experience and knowledge of trauma-informed practice
- Ability to adapt to changing priorities and organisational needs
- Experience handling sensitive and confidential information
- A strong commitment to sustainability, social justice, diversity, equity and inclusion
- Experience with basic financial management, including invoicing, payments, etc (desired)
- Experience with MYOB software program (desired)
- Demonstrated capacity to support, train and supervise volunteers (desired)