

# ADRA Australia

## Assistant Manager/Training Coordinator

**Commitment:** Full-time, Maximum Term (2 years)

**Location:** Logan Central, QLD



### About the role

We are seeking a full-time Assistant Manager/Training Coordinator to join our team at ADRA Logan Community Centre. You will be part of an experienced and fun team that is focused on serving the community.

This role encompasses two areas of responsibility:

As the **Assistant Manager**, you will work with the Centre Manager to ensure that community services are consistent with ADRA's mission and strategic plan meet current and emerging needs of individuals and families in the Logan area. As the **Training Coordinator**, you ensure the compliant comprehensive delivery of training in harmony with the mission and values of ADRA.

Services offered by the ADRA Logan Community Centre include (but not limited to) the provision of food (food parcels as well as a weekly soup kitchen), clothing, furniture, emergency relief and assistance to those in need and also those suffering the effects of relocation because of domestic violence. Services also include an Op Shop as well as running nationally recognised accredited courses and community training courses.

You will be responsible for living out our values of Connected, Courageous and Compassionate in all interactions with the team, volunteers and trainees. You are a people person and thrive in communicating with others, while being able to work efficiently, accurately, professionally and in a timely manner to provide a best-in-class assistance to the Centre Manager as well as to the Centre as a whole.

You must have the legal right to live and work in Australia at time of application.

The Job Description for the role and the Employment Application Form are included at the end of this document.

### About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 120 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

**Our Values** - We conduct our work by being:

*Connected* - working collaboratively for the best outcome for those living in poverty or distress.

*Courageous* - persevering through challenging situations.

*Compassionate* – empathising with the communities we work with and with each other.

## **About the ADRA Logan Community Centre team**

The ADRA Logan Community Centre team is part of the National Programs Team. The Assistant Manager/Training Coordinator is appointed by the ADRA Australia ADCOM and reports to the ADRA Logan Community Centre Manager and ultimately to the National Programs Director.

The ADRA Logan Community Centre team works collaboratively with the following units:

- Emergency Management
- Finance
- International Programs
- People & Culture
- Supporter Engagement

## **Selection Criteria**

### **Essential**

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice.
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia;
3. Excellent communication (written and verbal), interpersonal skills and cultural competence, with the ability to interact well with people from various backgrounds and ages.
4. A passion to share and understand social justice and support community needs.
5. Positive attitude, attention to detail, and proficiency in Microsoft Office.
6. Confidence in data management using various software programs.
7. Ability to handle data accurately and with confidentiality.
8. Relevant education and proven experience with skills and abilities in supervision, instruction and sharing relevant information.
9. Great leadership skills, problem solving, time management and organisational skills.

### **Desirable**

1. Experience in office administration and humanitarian work; Experience with maintaining CRM records (ideally SalesForce), Square, Redicase and Microsoft Teams.
2. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose and compliance with overarching protocols.
3. Agile, flexible and adaptable to change in a busy and challenging environment.

## **Key Competencies**

- **Leading and Supervising**  
Provides others with a clear direction; Sets appropriate standards of behaviour; Delegates work appropriately and fairly; Motivates and empowers others; Provides staff with development opportunities and coaching; Recruits staff of a high calibre.
- **Working with People**  
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.

- **Relating and Networking**  
Establishes good relationships with colleagues; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Uses humour appropriately to enhance relationships with others.
- **Planning and Organising**  
Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.

### **Other Requirements**

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Be able to work in person in our Logan Central office.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Employment Application Form.

### **How to Apply**

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and the Employment Application form along with the names of three work related referees to: [hr@adra.org.au](mailto:hr@adra.org.au).

If you have questions or need further information, please contact:

Gianina Badea,  
HR Coordinator for ADRA Australia,  
Phone +61 2 9473 9525 or email [hr@adra.org.au](mailto:hr@adra.org.au).

*ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.*

***The appointing body reserves the right to fill this position at its discretion and to close applications early.***



**Connected  
Courageous  
Compassionate**

Position Title:	Assistant Manager/Training Coordinator
Department:	ADRA Community Centre (Logan)
Reports To:	Centre Manager
Team Supervision:	Trainee Students, Training Supervisors, Volunteers and Work for the Dole Participants

Full / Part Time:	Full-time (2 years maximum term)
Revised Date:	February 2023

**Purpose of Position:**

This role encompasses two areas of responsibility:  
 The **Assistant Manager** works with the Centre Manager to ensure that community services are consistent with ADRA's mission and strategic plan and meet current and emerging needs of individuals and families in the Logan area.  
 The **Training Coordinator** ensures the delivery of training in harmony with the mission and values of ADRA.  
 Services offered by the ADRA Logan Community Centre include (but not limited to) the provision of food (food parcels as well as a weekly soup kitchen), clothing, furniture, emergency relief and assistance to those in need and also those suffering the effects of relocation because of domestic violence. Services also include an Op Shop as well as running nationally recognised accredited courses and community training courses.

**Behavioural Expectations:**

ADRA Australia Code of Conduct and related policies. It is expected that the assistant manager/training coordinator will demonstrate, promote and maintain a safe work environment is someone who values compassion, commitment, forgiveness and integrity.

**Key Competencies:**

Relevant Qualification and experience to the work required to be performed Leadership, collaboration, initiative, problem solving, flexibility, interpersonal and organisational skills.  
**ADRA Competencies:** 1.2 Leading and Supervising, 2.1 Working with People, 3.1 Relating & Networking, 6.1 Planning and Organising.

**Key Responsibilities:** *The things that the person needs to be responsible for to successfully fulfil the obligations of this position.*

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What must be done in this area	Measures of Success / KPI's How job performance will be measured
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>Work with the Centre Manager to               <ul style="list-style-type: none"> <li>Develop and maintain the community centre's strategy in consultation with stakeholders</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Six monthly review and consultation and when significant changes in direction are contemplated.</li> <li>Strategic funding applications are made</li> </ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>Attend regular meetings with all staff to maintain effective two-way communication of relevant information through appropriate management channels.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated participation in fundraising/community activities.</li> <li>Staff meetings are held regularly</li> </ul>
<b>MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Provide administrative support to the Centre Manager as requested.</li> <li>Provide support to the Financial Officer, Reception and Op Shop staff as requested.</li> <li>Maintain productive relationships with external agencies and organisations i.e. Local and non-government organisations</li> <li>Represent ADRA correctly when dealing with members of the public, employers, government, and community agencies.</li> <li>Ensure that all queries and complaints are handled promptly and professionally at all times.</li> </ul>	<ul style="list-style-type: none"> <li>Centre Manager is supported as needed.</li> <li>Staff are supported as needed.</li> <li>Functional relationships with members of the public, employers, external and government agencies,</li> <li>Complaints are dealt with promptly and professionally.</li> <li>Policies and procedures align with those of ADRA Australia and are implemented and followed.</li> </ul>

	<ul style="list-style-type: none"> <li>Set and maintain high standards of operation in accordance with policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Random checks indicate high level of staff knowledge of industry standards, relevant policies and church values. No complaints or reports of non-compliance.</li> </ul>
<b>CLIENTS</b>	<ul style="list-style-type: none"> <li>Work within the emergency relief program to meet the needs of the clients as appropriate, overseeing the management of client intake, scheduling, enquiries, referrals and correspondence.</li> <li>Work to maintain a workplace culture (ethos) that fosters positive aspirations and attitudes to ensure that both clients and staff feel supported, empowered and valued</li> <li>Ensure that all clients are treated compassionately and professionally in harmony with ADRA's Mission and in accordance with the directions of the Management Committee</li> </ul>	<ul style="list-style-type: none"> <li>Emergency relief program is running well.</li> <li>Centre is well organised with none, or few substantiated complaints received.</li> <li>Evidence of staff care and compassion for clients</li> </ul>
<b>TRAINING PROGRAM</b>	<ul style="list-style-type: none"> <li>Provide supervision and support to all WFD or other training program participants working at the ADRA Logan Community Centre</li> <li>Ensure that all training participants perform their duties and work in harmony with the Mission and Values of ADRA Australia and the Seventh-day Adventist Church and ensure compliance with all policies and procedures.</li> <li>Support the recruitment, orientation, training, empowerment and delegation of paid staff and volunteers, including student interns.</li> <li>Support the monitoring, empowering and disciplining of training participants.</li> <li>Provide support, opportunities and supervision of staff/participants to enable them to effectively manage their responsibilities and grow professionally.</li> <li>Ensure detailed records of training participant activities including hours and general attendance are recorded.</li> <li>Liaise with job network administrators as required.</li> <li>Ensure all workplace Health and Safety requirements are met in the work of training participants</li> </ul>	<ul style="list-style-type: none"> <li>Training programs meet the goals as set out in the contracts.</li> <li>Reports are provided within acceptable timeframes.</li> <li>Formal, informal and ad hoc reporting confirms the viability of services and staffing.</li> <li>Random checks find no outdated information on digital platforms.</li> <li>Work health and safety guidelines are followed with our people being cared for, all incidents treated, reported and investigations done if needed.</li> </ul>
<b>WORK HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>Work with Centre volunteers, staff and clients to provide a safe environment, consulting as needed on WHS issues as a routine component of work.</li> <li>Ensure all plant and equipment, substances and work systems used are suitable for their intended purpose and meet safety requirements.</li> <li>Provide adequate induction training, information, instruction and supervision so that operations are conducted safely.</li> <li>Investigate and rectify any risks to health and safety and ensure it is reported on Safety Navigator.</li> <li>Report and record all incidents and carry out an investigation as directed by Centre Manager.</li> <li>Inform the manager promptly of relevant health and safety issues</li> </ul>	<ul style="list-style-type: none"> <li>Co-ordinator appointed, staff WHS knowledge increases, regular inspections are carried out, regular training done, aiming for no staff reports of injury.</li> <li>Incidents are promptly reported on Safety Navigator.</li> <li>All staff and volunteers are adequately inducted prior to commencing their role.</li> </ul>

Employee Signature:

Print Employee Name:

Date: / /

# Employment Application Form

Adventist Development and Relief Agency Australia Limited



ABN 85 109 435 618

<b>Title:</b>		<b>First Name:</b>		<b>Last Name:</b>	
<b>Current Address:</b> <i>(Street, State, Post Code, Country)</i>					
<b>Phone No.</b>	<b>Home:</b>		<b>Mobile:</b>	<b>Work</b>	
<b>Email:</b>			<b>Gender</b>		
<b>Position applying for:</b>					
<b>GENERAL</b>					<b>Type in "Yes" or "No" or an appropriate comment</b>
1. Are you ALREADY legally entitled to live and work in Australia?					
<b>If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.</b>					
2. What prompted you to apply for this role? Why would you like to work for ADRA?					
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:					
<b>SAFEGUARDING</b>					
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafes*?					
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:					
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:					
<b>ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH</b>					
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:					
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.					
<b>Name</b>			<b>Place of Work</b>		

9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does <u>not</u> exclude you from applying for the position.)	
Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church's mission and lifestyle in your professional life. ( <i>Our code of conduct policy is available on request.</i> ) Please respond to the following two questions.	
10. Do you understand the Church's lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)	
11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?	

I understand, agree and declare that:

1. If required by ADRA I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA. (Refer Point 3)
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
  - (a) Any applicable State or Federal Laws.
  - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

*\*Adsafe has been established as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, to comply with applicable legislation and to develop denominational policy.*