

POSITION DESCRIPTION

JOB TITLE	Administration Officer
STATUS	Casual (Administration & Reception scheduled and adhoc relief Periods)
LOCATION	Launceston
DATE	May 2026
REPORTS TO	Administration Lead
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010, Level 3

ABOUT LAUREL HOUSE

Laurel House provides a range of trauma-informed, evidence based, therapeutic services to victim-survivors of sexual assault, and for children and young people who use harmful sexual behaviours. We also develop and deliver a broad range of programs to adults, young people and children including the provision of therapeutic face-to-face counselling at our centres located at Launceston, Devonport and Burnie and through outreach locations across the North and North West Tasmania. Laurel House is partnering with the Tasmanian Government in the delivery of the North and North West Arch centres (multidisciplinary centres) for victim-survivors of sexual harm. Laurel House delivers the specialist programs for children and young people who have displayed harmful sexual behaviours in North and North West Tasmania. Our team also provides community education programs focused on the prevention of sexual harm and on supporting parents, carers and service providers to better respond to disclosures of sexual violence. Laurel House is funded by the Australian Government to specifically build capacity of the workforce who support victim-survivors with disabilities to recognise and respond to disclosures of sexual harm, and to assist people with disabilities to understand their rights and responsibilities within relationships. Laurel House is a child safe organisation committed to upholding the rights of children and young people, and amplifying their voices.

PURPOSE OF THE ROLE

As a member of the Laurel House team, the Casual Administration Officer will work as part of the Operations Team to ensure that victim-survivors and other clients feel safe, welcomed, believed and supported. The Administration Officer provides the first point of contact to victim-survivors, members of the public and professionals accessing the Arch and Laurel House. The Administration Officer position will predominantly be based at the Arch centre but will also work flexibly across Laurel House's sites, and will provide administrative support to the Laurel House and Arch teams. This role will involve being exposed to and handling confronting, sensitive and personal client information. As such, the Administration Officer is expected to have a high level of maturity and adhere to client confidentiality, privacy legislation and all Arch and Laurel House policies and procedures.

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KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Provide first point of contact services to victim-survivors, members of the public and other professionals accessing the Arch centre and Laurel House including provision of general information either in person, or via phone or email enquiries.
- Confirmation and scheduling of appointments and maintaining electronic diaries and databases.
- Coordinate the booking and usage of consultation rooms and other meeting room spaces at the Arch and Laurel House.
- Liaise with and provide support to internal staff as required, including but not limited to filing and records management, maintenance of registers, data entry and reporting, photocopying, mail, compilation of manuals and reports, and purchasing of equipment/resources.
- As part of the larger Arch and Laurel House teams, attend relevant team meetings and undertake training.
- Actively participate in both Arch and Laurel House quality improvement initiatives, including support to the Operations Team to implement, review and maintain document control and data lifecycle processes.
- Act ethically towards all clients especially children and always ensure that the safety and wellbeing of children is protected.
- Support a tidy, welcoming and well-functioning environment by ensuring shared area tasks are attended to, including but not limited to dishwasher management, ordering and stocking supplies, waste and recycling management, and plant care.
- Contribute to a safe and well-maintained environment by supporting routine safety checks, monitoring equipment requirements, and assisting with scheduled maintenance activities.
- Distribute resource materials and information to the public.
- Take all possible steps to ensure a safe and healthy workplace for colleagues and visitors accessing the Arch and Laurel House.

SELECTION CRITERIA

The nominated position objective and duties contained in this position description must also be used to assist in the interpretation of these selection criteria.

Essential Criteria

1. Demonstrated knowledge of, and experience in undertaking reception duties in a human service environment.
2. Highly developed verbal and written communication skills including exceptional phone manner and the ability to deal sensitively and appropriately with clients who have experienced sexual assault.
3. Understanding of trauma-informed care and vicarious trauma, and possess the ability to implement appropriate strategies to promote self-care.

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4. Strong office organisation and administrative skills with a high level of experience working with technology. This includes but is not limited to, working within Microsoft Office applications and client management systems.
5. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks.
6. Ability to participate collaboratively in planning and coordinating activities across the Arch and Laurel House.
7. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role within the Arch and Laurel House.

Desirable Criteria

1. Experience in a not-for-profit community-based organisation.
2. Experience working in a professional setting where clients are experiencing or have experienced traumatic events, and staff are at risk of vicarious trauma.
3. Training/experience in working with diversity including Aboriginal and Torres Strait Islander people; people with disabilities; members of culturally, linguistically and religiously diverse communities.
4. Current driver's licence.

OTHER POSITION REQUIREMENTS

- Must hold Australian citizenship, be a permanent resident of Australia or possess a relevant temporary visa with permission to work rights.
- A current Tasmanian Right to Work with Vulnerable People Check (paid work).
- A satisfactory National Police Certificate.

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks as requested by your supervisor and as necessitated by the development of this role and the development of the business.

LAUREL HOUSE'S COMMITMENT TO DIVERSITY

Laurel House values the expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, LGBTIQ+, migrant, culturally and linguistically diverse, and people with disability. Applicants from these groups are strongly encouraged to apply, as are people with parenting or caring responsibilities.

STATEMENT OF COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

Laurel House is a Child and Youth Safe Organisation. We have a zero tolerance for child abuse and have systems to protect children and young people from abuse. We take all allegations and concerns very seriously and respond to them consistently in line with our policies and procedures. We actively work to listen to and empower children and to providing an inclusive and safe environment for all children and young people. In particular, we are committed to promoting cultural safety and to ensuring that the diverse needs of children and young people are met.

POSITION DESCRIPTION APPROVAL

Kathryn Fordyce
Chief Executive Officer
Date: May 2026