

POSITION DESCRIPTION

JOB TITLE	Administration Officer
STATUS	Permanent Part-Time to Full-Time (Job share would be considered)
LOCATION	Burnie
DATE	July 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 a child safe organisation committed to upholding the rights of children and young people, and amplifying their voices.

ABOUT WOMEN'S LEGAL SERVICE TASMANIA

Women's Legal Service Tasmania (WLST) provides a statewide community legal service for women in Tasmania, providing legal advice and information about legal and non-legal options through a dedicated telephone advice line, as well as face to face appointments, community legal education, outreach, drafting of law reform submissions and referrals to appropriate support services. Our clients are also supported by in-house financial counselling and social work services. WLST operates from three offices in Hobart, Launceston, and Burnie.

WLST is a community legal service funded by the Commonwealth Attorney-General's Department in recognition that in addition to the general legal problems that can affect everyone, there are some areas of law in which a woman's experience is different – as a victim of a crime, as a primary carer of children, or through discrimination or lack of equal opportunity in employment or business.

PURPOSE OF THE ROLE

This position is a jointly funded position between Laurel House and Women's Legal Service Tasmanian with the position being managed by Laurel House. As a member of the Laurel House

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team, the 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 shared spaces at this location between Laurel House and WLST. The Administration Officer position will be based at the reception of their shared space at the Burnie Health Hub location. This role will be pivotal to connecting and providing day-to-day reception and administration supports that are shared between the organisations within this location. The 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 Laurel House and WLST policies and procedures.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Provide first point of contact services to victim-survivors, members of the public and other professionals accessing Laurel House and WLST including provision of general information either in person, or via phone or email enquiries.
- Assist with referral processes, including collecting and recording information, in accordance with organisational procedures.
- Support the effective day-to-day operation of the shared Burnie Health Hub site by acting as a central point of coordination between Laurel House and WLST. This includes liaising with workers regarding room utilisation, visitor access, shared administrative processes, facilities requirements and other operational matters to ensure the site functions efficiently and provides a positive experience for clients, visitors and workers.
- Coordinate the booking and usage of consultation rooms and other meeting room spaces at the Burnie Health Hub (Laurel House and WLST Building).
- Maintain a safe, welcoming and well-functioning shared environment by coordinating and attending to shared site requirements, including ordering and stocking supplies, kitchen and communal area upkeep, waste and recycling management, visitor amenities, and plant care.
- Undertake routine site administration tasks including opening and closing procedures, workplace safety checks, monitoring equipment requirements and reporting maintenance requirements.
- Take all possible steps to ensure a safe and healthy workplace for colleagues and visitors accessing Laurel House and WLST.
- Liaise with and provide support to internal workers 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.
- Distribute resource materials and information to the public.
- As part of the larger Laurel House team, attend relevant team meetings and undertake training and, where appropriate, WLST meeting requirements.

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- Assist the Laurel House and WLST teams with quality improvement activities and initiatives, especially as they relate to shared spaces and service delivery at the Burnie Health Hub and in relation to the Tasmanian Sexual Violence Legal Service.
- Maintain professional boundaries and organisational confidentiality requirements when handling information on behalf of Laurel House and WLST.
- Act ethically towards all clients especially children and always ensure that the safety and wellbeing of children is protected.

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.
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 work collaboratively with workers from Laurel House and WLST to support the effective delivery of administrative and operational activities.
7. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role.

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. Experience working in a multi-agency service setting.
4. Training/experience in working with diversity including Aboriginal and Torres Strait Islander people; people with disabilities; members of culturally, linguistically and religiously diverse communities.
5. 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.

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- 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: 13 July 2026