**Administration and Needle Syringe Program (NSP) Officer Northern Rivers**

* *Part-time permanent position available, 56 hours per fortnight*
* *Work to improve the health and well-being of our communities.*
* *ACON provides a colourful, nurturing, and fun workplace.*

***The Role***

*We’re looking for an experienced Administration Officer to use their expertise and skills in coordinating reception and administration services at ACONs Northern Rivers office, including operating the Needle Syringe Program (NSP) outlet. This position is suited to people with administrative experience working within community services, community health, harm minimisation, health promotion, mental health, or the drug and alcohol sector.*

***ACON Northern Rivers:***

*We provide a range of community health and well-being services for LGBTQ+ people, people living with HIV, and people who use drugs. Services include* *short-term counselling and care coordination, health promotion and community development, sexual health including HIV and STI prevention, LGBTQ+ diversity and inclusion training,* *trans and gender diverse health equity and peer support, and NSP/harm minimisation services for people who inject drugs.*

***The role’s key responsibilities:***

* *Provide general reception and professional front-of-house (FoH) services*
* *Undertake and coordinate administrative tasks*
* *Receive and manage referrals*
* *Deliver and coordinate Needle Syringe Program services*
* *Support administration of the weekly a[TEST] sexual health clinic*
* *Coordinate and supervise volunteers.*

**Salary:**

$72K to $87K (total remuneration package [TRP], pro-rata for 0.8 FTE, including superannuation and leave loading) commensurate with skills and experience. You may also elect to salary package a portion of your salary (up to $30,000 gross-up value) tax-free.

**Location**:

*This position is located at the ACON Northern Rivers Office in Lismore.*

*For more information, questions, or if you would like to discuss this role, please contact:*

***Bradley Bower****, Regional Manager Northern Rivers* *bbower@acon.org.au* *or (02) 6622 1555*

*All applications must include:*

1. *a completed ACON application form;*
2. *a document addressing BOTH the essential and desirable selection criteria; and*
3. *your resume.*

*Please download the Job Application Guide at https://www.acon.org.au/about-acon/jobs/*

**Applications close midnight, Monday 05 September 2022.**

ACON is an EEO employer. As part of our commitment to creating a diverse and inclusive workplace, people with HIV and Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

[www.acon.org.au](http://www.acon.org.au)

**Position Description**

**Position Title:** Administration and Needle Syringe Program (NSP) Officer – Northern Rivers

**Work Level:** Operational

**Reports to:** RegionalManager, Northern Rivers

**Position Overview**

This position is responsible for providing and coordinating reception and administration services in the Northern Rivers office, including the Needle Syringe Program (NSP) outlet.

**Main Activities**

Administration and Reception Services

* Provide general reception and professional front-of-house (FoH) services to all members of our communities both face to face and via telephone
* Receive and manage referrals to ACON Northern River’s client services and health promotion teams
* Undertake finance processes, including cash handling, payments, invoicing, banking, and financial record-keeping for the Northern Rivers office
* Undertake procurement, inventory control, and basic IT admin systems support for the Northern Rivers office, including for the NSP service
* Coordinate other administrative tasks in the Northern Rivers office, including internal and external mail, preparing paperwork and documents, and submitting timesheets to HR
* Arrange quotes and schedule building maintenance in collaboration with the Northern Rivers Regional Manager
* Monitor and maintain the Northern Rivers office room bookings and fleet vehicle bookings
* Support administration of the weekly a[TEST] sexual health clinic
* In collaboration with the Regional Manager and Community Health Promotion, Team Leader coordinate the recruitment, screening, training, and supervision of NSP, FoH, and a[TEST] volunteers.

NSP Services

* Deliver NSP services operating from the Northern Rivers office reception, including:
1. Provide essential equipment support and harm minimisation advice
2. Monitor, rotate and order NSP Supplies
3. Keep statistical records for the NSP and client interactions
4. Distribute Naloxone (if trained and accredited)
5. Complete sales for paid NSP equipment items
6. Liaise with the Local Health District Primary NSP Outlet as required

Other

* Coordinate logistics and actively participate in meetings by internal and external parties and participate in meetings with other agencies to assist in developing links with other agencies.
* Work collaboratively with team members and actively participate in branch office activities and team processes (e.g., conflict resolution, strategic planning, staff training sessions).
* Participate in ongoing efforts to minimise administrative costs.
* Actively participate in an ongoing process of professional development.
* Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients.
* Perform other duties to assist with the work of the Northern Rivers office as requested by the Manager (or designate).

**Selection Criteria**

**Essential:**

1. Relevant qualifications and/or demonstrated experience in adult education and/or community development and community sector work.
2. Demonstrated skills and experience in handling a busy telephone and face-to-face reception environment, including high-level interpersonal skills in responding to requests and conflicts.
3. Demonstrated strong organisational and time management skills in general office, financial and administrative duties, including records management, petty cash, stock control, budget administration and report writing.
4. An understanding of peer education and harm minimisation strategies.
5. Demonstrated abilities to work with minimal supervision as well as part of a team.
6. An ability to analyse and act upon complex situations in an appropriate and effective manner.
7. Excellent interpersonal, organisational and time management skills.
8. High-level written and oral communication skills and experience in the use of Microsoft Office and web-based programs or similar.
9. Understanding of and commitment to ACON’s communities, particularly people living HIV, people of diverse sexualities and genders, Aboriginal people, sex workers, and people who use drugs.
10. Applicants must provide evidence of Covid 19 Vaccination, in addition to any other vaccination required to perform the role.

**Desirable**

1. You have or are willing to obtain qualifications in adult education, community services, community development, harm minimisation, or health promotion.
2. A current NSW driver’s licence.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to vacancy@acon.org.au:

**1) An ACON Application Form**

You can download this at [www.acon.org.au/jobs](https://www.acon.org.au/wp-content/uploads/2018/08/ACON_Employment-Application-Form.pdf)

**2) Your Cover Letter outlining your Claim against the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

**3) Your Resume**

Tell us about your previous employment and your education. Be sure to include:

1. Your **Name** and **Contact details**
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email from our HR Team acknowledging that we have received your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applicants and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview you will be contacted by the chairperson of the selection panel and invited to an interview. Your interview may take the form of a question and answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The chairperson will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR Team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application. After the closing date of the vacancy, your application will then be reviewed, and we will contact to inform you of the result of the recruitment within 4-8 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview. If you are not selected for an interview, you will receive an email informing you that your application was not successful on this occasion.