








## Role description

Role Title	Administration Assistant
Team	YFS Legal
Location	Beenleigh
Classification Level	3
Reports to	Principal Solicitor

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

### Primary purpose

The Administrative Assistant provides vital operational support to YFS Legal by ensuring efficient day-to-day administration across the service. This role combines client support, office administration, data management, HR/finance/IT support functions, and assistance with events and communications.

As the first point of contact for many clients and stakeholders, the Administrative Assistant ensures that YFS Legal is welcoming, professional, culturally safe, and accessible. The role supports solicitors, students, and volunteers to deliver high-quality services and contributes directly to the effectiveness and smooth running of YFS Legal.

## Key accountabilities

### Service delivery

- Provide front-line reception services, including phone, email, and in-person enquiries.
- Undertake client intake, conflict checks, appointment bookings, and referrals.
- Assist with preparation and formatting of correspondence, reports, and legal documents.
- Support solicitors and students with file management, diary coordination, photocopying, scanning, and other administrative tasks.
- Assist in preparing and coordinating YFS Legal evening advice sessions, clinics, and community events.
- Assist in planning and delivery of YFS Legal and organisational events, including venue arrangements, catering, and setup.
- Provide administrative and secretarial support for meetings, including agendas, minutes, and reports as required.
- Support internal and external communications, ensuring consistency and professionalism.

### External relationships

- Liaise professionally with clients, courts, government and non-government agencies, volunteers, and stakeholders.
- Build and maintain positive relationships to support client referrals and service delivery.

### Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

### Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

### Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

### Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

### Administration

- Manage daily office administration, ensuring smooth operations and continuous process improvement.
- Oversee office supplies and equipment, including ordering and maintenance.
- Manage mail distribution and organisational calendars.
- Book travel arrangements for staff.
- Monitor and maintain kitchen and office areas, ensuring functionality and cleanliness..

## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications and/or experience are essential.

### Knowledge and experience specific to the role

- Demonstrated administrative experience in a fast-paced environment, preferably in legal, community, or human services.
- Strong organisational and time management skills with ability to balance competing priorities.
- Excellent communication and interpersonal skills, with the ability to develop cooperative relationships internally and externally.
- High level of proficiency in Microsoft Office and confidence using client/case management systems.
- Ability to provide basic IT support and coordinate with service providers.
- Accuracy and attention to detail in record keeping, finance tasks, and document preparation.
- Ability to work independently and collaboratively in a small team.
- Commitment to social justice, trauma-informed practice, and cultural safety.
- Refer to the level 3 competencies in the Social, Community, Home Care and Disability Services Industry Award.

### Desirable but not essential

- Knowledge of legal processes, terminology, and systems such as Actionstep.
- Experience supporting HR, WHS, or finance functions.
- Familiarity with community services and referral pathways in Logan, the Scenic Rim, and surrounds.

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### Other role requirements

- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.
- Current National Police Check.

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### Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.