



# Womens Safety Services of Central Australia

*Our Vision: Greater Safety, Respect and Dignity for all Women and their Children in Central Australia*

**People of Aboriginal and Torres Strait Islander descent are encouraged to apply.**

<b>Position:</b>	Administration Officer
<b>Reports to:</b>	Administration Coordinator
<b>Base Salary:</b>	\$76,372 - \$81,905 per annum (negotiable based on experience) Level 3.1 – 3.4 SCHADS Award Salary packaging benefits and 12% superannuation (in addition to base salary) 6 weeks Annual Leave
<b>Employment Details:</b>	Permanent, Full Time, 76 hours per fortnight.
<b>Location:</b>	Alice Springs

**Due to the nature and requirements of this role, applicants are required to be female.**

## Our Vision:

Our vision is that all women and children live safely, with respect and dignity, free from violence, in their chosen communities.

## Our Mission:

To prevent and respond to gendered violence in Central Australia. We are committed to driving systemic change through strong advocacy and collaborative partnerships, working within the communities we serve.

## What We Do:

Women's Safety Services of Central Australia (WoSSCA) provides safe and supportive specialist Domestic, Family and Sexual Violence Services to enhance the safety and wellbeing of Women and Children. **Women and children are central to our work and we strengthen, empower and resource women and their children** to make decisions that enable safety and respect their culture and world view.

We are a not-for-profit, non-government organisation that operates on a feminist framework and through **partnerships and advocacy** we are committed to assisting and enabling women and children experiencing domestic and family violence.

WoSSCA provides several services which include 24-hour Crisis Accommodation, Outreach, Court Support, Men's Behaviour Change Partner Contact, Co-responder and Community Development and Training.

We are committed to **organisational sustainability** by investing in our people, building our workforce and embedding a strong and inclusive workplace culture.

## Your Role:

The Administration Officer plays an integral role in supporting the corporate and client service functions of WoSSCA, contributing to the safety, dignity, and wellbeing of women and children experiencing family and domestic violence.

Through a range of administrative functions, the position provides support across client services, recruitment and onboarding, and the policy and procedure committee, helping to strengthen organisational systems and uphold best practice.

As a valued member of a small corporate services team, the Administration Officer works collaboratively and with integrity, guided by the philosophy, mission, and values of Women's Safety Services of Central Australia (WoSSCA), and demonstrates a commitment to respect, accountability, and social justice in all aspects of their work.

## **Your Responsibilities:**

### ***Administration and Client Services:***

- Act as the first point of contact, responding professionally and sensitively to enquiries from clients, staff, and external stakeholders.
- Provide administrative support to the service delivery teams (CAS, Outreach and CDT) and Corporate Services to support safe and effective operations.
- Screen calls for Case Workers in line with approved scripts and organisational protocols.
- Respond to gate enquiries and record resident movements in and out of CAS in accordance with security and compliance requirements.
- Report Repairs and Maintenance to the Administration Co-ordinator and liaise with approved contractors on site if the Co-ordinator so delegates.
- Manage stationery, office equipment, and supplies for the service delivery teams (CAS, Outreach and CDT) and Corporate Services
- Manage internal and external corporate correspondence in line with privacy and record-keeping standards.
- Request and coordinate file retrieval in accordance with confidentiality and records management procedures.

### ***Recruitment and Onboarding Support:***

With support from the Director HR, Strategy and Business:

- Support end-to-end recruitment processes including advertising, application management, interview coordination, and candidate communication.
- Deliver a professional, inclusive, and positive candidate experience.
- Support Managers across the organisation with the coordination and onboarding of new staff with processes and materials.

### ***Executive Committee Support:***

- Support the CEO and Leadership Team in the coordination and administration of WoSSCA's various committees as directed (e.g. policy and procedure committee), including end-to-end support of committee processes.
- This includes working closely with the CEO and Leadership Team to prepare meeting agendas, record and circulate minutes, coordinate policies and procedures for review, and ensure all documentation is accurately formatted, tracked, and maintained in line with agreed governance processes and CEO direction.

**Additional Duties:**

- Participate in regular supervision, team meetings, training, and professional development activities.
- Maintain knowledge of, and comply with, all security procedures at the WoSSCA site.
- Support a safe, clean, and welcoming environment for WoSSCA.
- Comply with all WoSSCA policies and procedures, including Work Health and Safety (WHS) requirements.
- Perform other reasonable duties as required.

**Your Skills, Experience and Attributes (Selection Criteria):****Essential:**

- Proven administrative experience providing high-quality support in a busy office or community services environment, with the ability to manage competing priorities and meet deadlines.
- Strong customer service skills, including experience acting as a first point of contact and responding professionally, respectfully, and sensitively to enquiries from clients, staff, and external stakeholders.
- Well-developed communication skills, both written and verbal, with the ability to prepare corporate correspondence, maintain records, take accurate minutes, and communicate clearly with a range of stakeholders.
- Sound computer literacy, including experience using office software and databases or case management systems (or the ability to learn new systems such as SHIP), with a high level of accuracy and attention to detail.
- Demonstrated understanding of confidentiality and privacy requirements, including the ability to manage sensitive information in accordance with organisational policies and legislative obligations.
- Strong organisational and time-management skills, with the ability to work independently, prioritise tasks, plan workloads, and coordinate administrative processes to achieve work goals.
- Well-developed people skills, including the ability to work collaboratively within a small team, build positive working relationships, and manage challenging or sensitive situations calmly and professionally.
- Ability to follow procedures and protocols, including security procedures, Work Health and Safety requirements, and organisational policies and processes.

**Desirable:**

- Experience supporting recruitment, onboarding, or HR-related processes (desirable), or a demonstrated ability to provide coordinated administrative support across people-focused systems.

**Our Employment Conditions:**

- Must be an Australian Citizen or have unlimited work rights within Australia.
- A National Police Criminal History check (less than 3 months old) with acceptable outcome.
- Northern Territory Working with Children Clearance (Ochre Card).
- Current NT Driver's Licence.
- Current First Aid Certificate or willingness to obtain one.

**Authorised by:**  
Larissa Ellis  
Chief Executive Officer

**Date: May 2026**