

Position Description

Position Title:	<i>Corporate Services Coordinator</i>
Position Type:	<i>Full-time</i>
Classification:	<i>ACCHSA and classification: Grade 7, Level 1.</i>
Reporting To:	<i>Corporate Services Manager</i>
Staff Reports:	<i>4x</i> <i>Finance Officer</i> <i>HR Officer</i> <i>Receptionist</i> <i>ICT Officer</i>
Hours	<i>76 Hours per Fortnight</i>
Location	<i>Gindaja Residential Recovery Centre, Back Beach Road, Yarrabah</i>
Date Approved	<i>2nd October 2025</i>
Review Date	<i>2nd October 2026</i>

ABOUT GINDAJA

‘Gindaja’s vision is to create an alcohol and substance dependency free lifestyle in the Yarrabah community and beyond. In our journey, we will build and offer a safe and healthy place for our people to come’

Gindaja provides culturally appropriate alcohol and other drug (AOD) Education, Treatment, Recovery and Healing to people from the Aboriginal Shire of Yarrabah (60km from Cairns) and from across the Far North Queensland (FNQ) region, including the Cape and Torres Strait. Gindaja operates a 15 bed Residential Recovery Centre as well as a Learning and Wellbeing Centre that offer a range of services including primary prevention, health promotion, harm reduction, case-management and social and emotional wellbeing (SEWB) for men, women and families who are experiencing alcohol and/or other drug related problems. Gindaja’s holistic model of person, family and community centred, SEWB rehabilitation is the only Indigenous community controlled, specialist AOD residential service in the FNQ region.

ABOUT THE POSITION

The **Corporate Services Coordinator** position is an Identified position as there is a genuine occupational requirement for the position be filled by an Aboriginal and/or Torres Strait Islander person, as permitted by and arguable under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).

Reporting to the **Corporate Services Manager**, the Corporate Services Coordinator oversees and coordinates daily operations of the Corporate Services Team and support for all **Gindaja’s** services including staff and clients. This position is responsible for the smooth functioning of Financial, HR, ICT and administration systems that exist to support compliance with legislative and organisation requirements, whilst overseeing the HR officer, Finance Officer, ITC Officer and Receptionist.

The Corporate Services Coordinator works as part of a dedicated and close-knit team in overseeing and providing guidance for the administration tasks related to Gindaja's continual quality improvement services and processes, including the HR and Receptionist.

PRIMARY DUTIES AND RESPONSIBILITIES

Coordinator Functions

- › Oversee and coordinate the daily operations of the Corporate Services Team, ensuring that tasks and services are delivered effectively and are in line with the intent and requirements of Gindaja's Model of Care, position descriptions and organisational policy and procedures
- › Manage, oversee and supervise all reporting staff, HR Officer, Finance Officer, ITC Officer and Receptionist
- › Assist in the identification and management of the practical resources needed for optimal performance of the Corporate Services Team
- › Ensure client privacy and confidentiality are upheld in accordance with national/state/Queensland Health legislation/regulations and Gindaja's policies and procedures.
- › Assist in the development and implementation of appropriate evaluation and review mechanisms and tools for the Corporate Services Team
- › Advise and assist in the appointment of Corporate Services staff.
- › Advise and liaise with the Corporate Services Manager in regard to the ongoing training and professional development needs of Corporate Services staff and ensure that effective human resource practices are adhered to.
- › Contribute to various funding projects as required
- › Participate in and contribute to the organisation's Quality Management System.
- › Ensure compliance with all relevant statutory obligations and regulations and comply with State and Federal legislation as it applies to the Corporate Services Team services and functions
- › Provide strategic advice and guidance on Corporate Services functions to the Corporate Services Manager.
- › Contribute to the development and implementation of initiatives contained within Gindaja's Strategic Plan.
- › Be committed to the Continuous Quality Improvement Program within the Organisation

Finance Functions:

- › Oversee the financial activities performed by the Finance Officer
- › Assist where needed in the preparation of the Audit and Annual Return
- › Review of payroll reports in partnership with the Corporate Services Manager
- › Monitor operating budgets in partnership with Finance Officer and Corporate Service Manager
- › Oversee filing of financial and other documents and maintaining the financial filing system
- › Oversee the updating of the asset register on LOGIQC
- › Assist in the development and maintenance of financial policies and procedures
- › Perform annual performance review for the Corporate Service Team.

Human Resources Functions:

- › Oversee and provide guidance to the HR Officer in the preparation of recruitment, onboarding and induction and maintaining of staff records
- › Oversee the preparation of mandatory training
- › Review relevant employees onboarding access with the online systems
- › Oversee and provide guidance in the development and maintenance of human resources policies and procedures

ICT Functions

- › Provide supervision and management of workload to the ICT Officer in their work providing Technical and Help Desk support, Systems and network administration, security and risk management.
- › Perform annual performance review for the ICT Officer

Reception Administration Functions:

- › Oversee and provide guidance to the receptionist in sourcing and negotiate quotes as required
- › Provide guidance on processes and client engagement

Reporting

- › Assist in the preparation of reports for relevant funding bodies and projects
- › Assist the Corporate Services Manager in the preparation of annual budgets for submission to the CEO / Board
- › Assist the Corporate Services Manager in the preparation of timely and accurate financial reporting to be delivered to the CEO / Board as well as project reports
- › Assist the contact person for external auditor and respond to enquiries in a timely manner

Team Functions

- › Participate, support and contribute to Gindaja Corporate Services Sub Committee, MRC and team meetings, and sometimes lead.
- › Work in partnership with all other teams as appropriate to ensure the smooth operation of Gindaja financial services and functions
- › Provide support and assistance to other Gindaja staff teams across the organisation as required

Health & Safety Functions

- › Ensure hazardous situations are minimised and/or dealt with proficiently
- › Keep office in a clean and tidy manner

Training and Professional Development

- › Participate in alcohol and drug education and certified training as required by Gindaja
- › Participate in Workplace Health and Safety Certified Training
- › Participate in any free online training to enhance knowledge and skills
- › Maintain the appropriate level of currency around legislative changes

Please note that the duties outlined in this position description are not exhaustive and are an indication of the work of the role. Gindaja can direct you to carry out duties which it considers are within your skill, competence and training.

CORE COMPETENCIES

Knowledge and Experience:

Possessing qualification and/or experience relating to this particular area of work. Must possess education and training, and be able to display understanding.

The ability to work as part of a team:

Be willing to assist other staff members and undertake training in the workplace to achieve the Gindaja vision of delivering a standard of service that meets the expectations of the community. This approach to teamwork also helps improve skill levels of employees that allows for multi-tasking and development within the team.

The ability to develop effective client relationships:

Gindaja's core business is about serving our clients in the treatment of substance dependency. In order to effectively maintain this service, all employees of Gindaja must have the ability to develop, maintain and engage in client relationships that promote a safe and suitable environment that allows our clients to recover in order to re-integrate with the community. This means that employees will demonstrate empathy (understanding), diversity (accepting differences) and tolerance (patience) when dealing with clients.

The ability to communicate effectively:

Communicates effectively and appropriately with Aboriginal and Torres Strait Islander people and the wider community.

QUALIFICATIONS/EXPERIENCE**Required**

- › Appropriate and valid evidence that can confirm:
 - That you are of Aboriginal and or Torres Strait Islander descent,
 - You identify as Aboriginal and/or Torres Strait Islander person, and
- › Current Senior First Aid Certificate or up to date CPR Certificate
- › Certificate or Diploma level qualification and/or previous experience in a similar/related role
- › C Class Drivers Licence
- › Sober Habits/No Drug Use

Desirable

- › Positive Notice Blue Card/Working with Children Card
- › Criminal History Check

SELECTION CRITERIA

- › A knowledge and understanding of Aboriginal and Torres Strait Islander Societies and their cultures, and a general understanding of the issues that are affecting Aboriginal and Torres Strait Islander people as they relate to alcohol and substance misuse.
- › Certificate in HR or relevant experience of no less than 3 years
- › Certificate in Finance or relevant experience of no less than 2 years
- › Demonstrated experience in overseeing a high performing team within a corporate services environment, with a focus on fostering collaboration and driving service excellence,
- › Demonstrated ability to develop and maintain good communication / inter-personal skills with clients
- › Demonstrated ability to work as part of a team
- › Demonstrated ability to write reports and briefs
- › Demonstrated competence in standard computer programs (Word, Email, Browsers, PowerPoint, Excel, Publisher etc)
- › Understanding of, or ability to acquire knowledge of workplace health and safety practices.