

ADRA Australia

Assistant Manager

Commitment: Part-Time, 24 hours per week, Maximum Term (1 year)

Location: Logan Central, QLD



About the role

We are seeking a part-time Assistant Manager to join our team at ADRA Logan Community Centre. You will be part of an experienced and fun team that is focused on serving the community.

This role encompasses two areas of responsibility:

The Assistant Manager works alongside the Centre Manager to ensure that all community services align with ADRA's mission and strategic direction, responding effectively to the current and emerging needs of individuals and families in the Logan region. The role includes overseeing the recruitment, induction and ongoing management of volunteers across the Logan Community Centre and Op Shop. In addition, the Assistant Manager is responsible for supervising the Emergency Relief program and ensuring year compliance with Work Health and Safety (WHS) and Food Safety policies throughout all centre operations.

Services offered by the ADRA Logan Community Centre include (but not limited to) the provision of food (food parcels as well as a weekly soup kitchen), clothing, furniture, emergency relief and assistance to those in need and also those suffering the effects of relocation because of domestic violence. Services also include an Op Shop as well as running nationally recognised accredited courses and community training courses.

You will be responsible for living out our values of Connected, Courageous and Compassionate in all interactions with the team, volunteers and trainees. You are a people person and thrive in communicating with others, while being able to work efficiently, accurately, professionally and in a timely manner to provide a best-in-class assistance to the Centre Manager as well as to the Centre as a whole.

You must have the legal right to live and work in Australia at time of application.

The Job Description for the role and the Employment Application Form are included at the end of this document.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 120 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the ADRA Logan Community Centre team

The ADRA Logan Community Centre team is part of the National Programs Team. The Assistant Manager is appointed by the ADRA Australia ADCOM and reports to the ADRA Logan Community Centre Manager and ultimately to the National Programs Director.

The ADRA Logan Community Centre team works collaboratively with the following units:

- Emergency Management
- Finance/IT
- International Programs
- People & Culture
- Supporter Engagement

Selection Criteria

Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice.
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia.
3. Excellent communication (written and verbal), interpersonal skills and cultural competence, with the ability to interact well with people from various backgrounds and ages.
4. Demonstrated experience coordinating, supporting and guiding volunteers, including recruitment, screening, induction and day-to-day supervision.
5. Understanding of community services, social justice principles and client-centred practice, with a passion for supporting vulnerable individuals and strengthening community wellbeing.
6. Confidence in data management using various software programs.
7. High level of organisational, administrative and time-management skills, with the ability to manage competing priorities in a busy community-service environment.
8. Relevant education and proven experience with skills and abilities in supervision, instruction and sharing relevant information.
9. Ability to uphold and implement organisational policies and procedures, ensuring high standards of service delivery, professionalism and compliance across all community centre operations.

Desirable

1. Experience in office administration and humanitarian work, including maintaining CRM records (ideally Salesforce), and using platforms such as Square, Redicase and Microsoft Teams.
2. Demonstrated ability to contribute to continuous improvement, ensuring processes and procedures are fit-for-purpose and compliant with overarching protocols.
3. Agile, flexible and adaptable to change in a busy and challenging environment.

Key Competencies

- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.

- **Relating and Networking**
Establishes good relationships with colleagues; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Uses humour appropriately to enhance relationships with others.
- **Planning and Organising**
Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Coping with Pressure & Setbacks**
Maintains a positive outlook at work; works productively in a pressurized environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Be able to work in person in our Logan Central office.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia, New Zealand or overseas. This is included in the Employment Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and the Employment Application form along with the names of three work related referees to: hr@adra.org.au

If you have questions or need further information, please contact:

Olivia Olsen,
HR Assistant for ADRA Australia,
Phone +61 2 9473 9525 or email hr@adra.org.au.

ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.



**Connected
Courageous
Compassionate**

Position Title:	Assistant Manager
Department:	ADRA Community Centre (Logan)
Reports To:	Centre Manager
Team Supervision:	Volunteers

Full / Part Time:	Part-Time, 24 hours per week (1 Year max term contract)
Revised Date:	February 2026

Purpose of Position:

This role encompasses two areas of responsibility:
The **Assistant Manager** works with the Centre Manager to ensure that community services are consistent with ADRA's mission and strategic plan to meet current and emerging needs of individuals and families in the Logan area. The Assistant Manager is responsible for the recruitment, induction and management of Logan Community Centre and Op Shop volunteers. The assistant manager oversees the emergency relief service and ensures that WHS and Food Safety policies are adhered to across the centre operations.

Behavioural Expectations:

ADRA Australia Code of Conduct and related policies. It is expected that the assistant manager will demonstrate, promote and maintain a safe work environment that values confidentiality, punctuality, humanity, impartiality, justice, independence, compassion, credibility, collaboration, commitment, creativity, openness, sacredness of life, unity, peace, forgiveness, integrity, honesty, and transparency.

Key Competencies:

Leadership, collaboration, initiative, problem solving, flexibility, interpersonal and organisational skills.

ADRA Competencies: 2.1 Working with People, 3.1 Relating & Networking, 6.1 Planning and Organising, 7.2 Coping with Pressure and Setbacks

Key Responsibilities: *The things that the person needs to be responsible for to successfully fulfil the obligations of this position.*

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What must be done in this area	Measures of Success / KPI's How job performance will be measured
STRATEGY	<ul style="list-style-type: none"> Participate in the development of the community centre's vision and strategy and support its implementation, under the direction of the Centre Manager. 	Six monthly review and consultation when significant changes in direction are contemplated
MANAGEMENT	<ul style="list-style-type: none"> Provide administrative support to the Centre Manager as requested. Coordinate and provide guidance to the community centre and op shop volunteers in their daily activities. Coordinate recruitment, registration, screening and induction of new volunteers, under the direction of the Centre Manager. Represent ADRA correctly when dealing with members of the public, employers, government, and community agencies. Ensure that all queries and complaints are always handled promptly and professionally. Maintain high standards of operation in accordance with ADRA's policies and procedures.. 	<ul style="list-style-type: none"> 100% of administrative tasks completed within agreed timeframe. Volunteers share that they have clear direction and feel supported to carry out their roles. Formal, informal and ad hoc reporting confirms the viability of services and staffing 100% of volunteers are screened, registered through Salesforce and have completed induction prior to commencement. Random checks find no outdated information on digital platforms Professionalism is always maintained with no complaints regarding representation.

	<ul style="list-style-type: none"> Ensure that volunteers perform their duties and work in harmony with the Mission and Values of ADRA Australia and the Seventh-day Adventist Church and ensure compliance with all policies and procedures. 	<ul style="list-style-type: none"> Complaints are dealt with promptly and professionally. Random checks indicate high level of volunteer knowledge of industry standards, relevant policies and church values. No complaints or reports of non-compliance.
CLIENTS / VOLUNTEERS / STAFF	<ul style="list-style-type: none"> Provide administrative support within the Emergency Relief program, including client intake appointment scheduling, enquiries, referrals and correspondence. Coordinate food service operations including procurement, stock management and ensuring compliance with all food safety requirements. Work to maintain a workplace culture (ethos) that fosters positive aspirations and attitudes to ensure that both clients feel supported, empowered and valued 	<ul style="list-style-type: none"> 100% of client intake records completed accurately and enquiries responded to in a timely manner. Centre is well organised with none or few substantiated complaints received. 100% success rate in council inspections. Evidence of staff care and compassion for clients
WORK HEALTH AND SAFETY	<ul style="list-style-type: none"> Work with Centre volunteers, staff and clients to provide a safe environment, consulting as needed on WHS issues Ensure all equipment used is suitable for the intended purpose and meet safety requirements Support manager in delivering adequate training so that operations are conducted safely Investigate and rectify any risks to health and safety Report and record all incidents and carry out an investigation as required Inform the manager promptly of relevant health and safety issues 	<ul style="list-style-type: none"> 100% of WHS quarterly inspections are completed each year and 100% of incidents reported promptly following incidents via Salesforce. An up-to-date risk assessment is maintained and kept on file. Work health and safety guidelines are implemented. WHS is discussed as a regular agenda item at monthly staff meetings. Quarterly WHS policy refresher training is delivered to staff and volunteers.

Employee Signature:
Print Employee Name:

Supervisor(s) Signature(s):
Print Supervisor Name:

Date: / /



Title:	First Name:	Last Name:
Current Address: (Street, State, Post Code, Country)		
Phone No.	Home:	Mobile:
Email:	Work	Gender
Position applying for:		
GENERAL		Type in "Yes" or "No" or an appropriate comment
1. Are you ALREADY legally entitled to live and work in Australia?		
If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.		
2. What prompted you to apply for this role? Why would you like to work for ADRA?		
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:		
SAFEGUARDING		
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafe*?		
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:		
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:		
ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH		
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:		
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.		
Name	Place of Work	
9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does <u>not</u> exclude you from applying for the position.)		

Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church’s mission and lifestyle in your professional life. <i>(Our code of conduct policy is available on request.)</i> Please respond to the following two questions.	
10. Do you understand the Church’s lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)	
11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?	

I understand, agree and declare that:

1. If required by ADRA I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA. (Refer Point 3)
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
 - (a) Any applicable State or Federal Laws.
 - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

**Adsafe has been established as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, to comply with applicable legislation and to develop denominational policy.*