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Administrative Support Position Description

Organisation: LELAN | SA Lived Experience Leadership & Advocacy Network

Position title: Administrative Support

Employment status: Permanent Part-Time (subject to funding) | 0.8FTE

Pay schedule: SCHADS Award, Level 3 with salary sacrifice options

Location: Adelaide, South Australia

Reports to: LELAN Executive Director

Contract period: Commencing March/April 2022

About the Role:

The Administrative Support role is a core member of the LELAN team, ensuring project aims and deliverables, other operational responsibilities and connections with members and the broader community are met and maintained.

The position has two main areas of responsibility: supporting the administrative functions of the organisation; and coordinating member events, correspondence and other agreed communication activities.

LELAN offers a dynamic workplace and collaborative team culture, it can be fast paced with quick turnaround times. **Being proactive, adaptable, creative and having a commitment to working together are the keys to success.**

As a lived experience-led organisation, LELAN team members have their own lived or living experience of mental distress, social issues or injustice. Determining whether you meet this 'criteria' can be tricky, we do not require people to explain their personal history during the application or interview process. As a guide, it is described in our industry that 'people with lived experience' have had experiences that significantly affected their life, changing the way they viewed themselves and their place in the world. Given that LELAN actively advocates for systems level change in the mental health and social sectors experience of accessing public mental health and other services and/or programs for your lived experience is preferred.

About the SA Lived Experience Leadership & Advocacy Network (LELAN):

LELAN's purpose is to amplify the voice, influence and leadership of people with lived experience of mental distress, social issues or injustice to drive change. The organisation has three areas of focus:

- Developing the capability and influence of people with lived experience
- Nurturing organisational and sector capacity for partnering with people with lived experience, and
- Impacting system improvement agendas to benefit people with lived experience

Mobilising the power of lived experience throughout South Australia is LELAN's vision. This underpins the work that we do and the way that we do it, embodying the knowing we have that lived experience matters. **Our values are courage, compassion, dignity, intersectionality, leadership and social justice.**

we amplify the voice, influence and leadership of people with lived experience to be heard and drive change

Duties and responsibilities of the Administrative Support position:

- Supporting the administrative functions of the organisation:
 - Be first point of contact for LELAN members and other stakeholders
 - Process and respond to inquiries that come through via email or other channels
 - File, index and maintain organisational records
 - Track and process payments, receipts, etc and liaise with Bookkeeper, Executive Director and Treasurer where required
 - Administrative tasks linked to Board communication, papers and taking minutes. Board meetings are currently held on the third Tuesday of the month, 6-8pm
 - Support project staff through finding information and resources, formatting forms, flyers, reports and resources and/or following up with people
 - Provide high quality support to the Executive Director, including drafting correspondence as required
 - Maintain CRM and other programs
- Coordinating member events, correspondence and other agreed communication activities
 - Send e-newsletter and update website weekly
 - Process membership applications and reminders
 - Be the contact person and organiser for events that LELAN holds
 - Assist with the recruitment, enrolment and support of workshop and project participants
 - Be involved with workshop set-up and close-down, including booking venue's, organising catering, organising materials, etc

Skill and experience requirements:

- Work experience demonstrating strong communication, administrative and problem-solving skills as well as great attention to detail
- Strong planning and organisational skills, including establishing priorities, managing time well and delivering quality work within tight deadlines
- Ability to work independently whilst being part of a team
- Ability to develop supportive, encouraging and engaging relationships with diverse groups
- Computer and social media literacy, including ability to use Microsoft Office programs, Canva, Mailchimp, Facebook, Twitter and Xero
- Commitment to the purpose and values of LELAN
- Personal lived or living experience of mental distress, social issues or injustice

LELAN is committed to inclusion and accessibility for people with lived or living experience and welcome applications from people with: broad distress or mental health experiences (including psychosocial disability); diverse cultural backgrounds (including Aboriginal and Torres Strait Islander people); gender or sexually diverse identities (including trans and non-binary); and/or other disabilities.



Submitting your application:

Applications must include:

- Cover letter
- Document addressing each of the skill and experience requirements
- Resume / CV
- The names and contact details of two referees, one of which is a current line manager

Further enquiries can be made by contacting Sheryl Boniface, Manager: Projects & Advocacy, via sheryl@lelan.org.au or 0459 946 515. Additional information about LELAN can be accessed at www.lelan.org.au .

Applications will be accepted until 5pm Wednesday March 30th. Please email applications to sheryl@lelan.org.au .