

Position Description: Multicultural Arts Supporter

Organisational Overview

Access Community Services Limited (ACSL) is Australia's leader and specialist in settlement, employment, training and youth and social enterprises for migrants, refugees and mainstream clients, in Queensland, particularly in the South East. As a community based, not for profit organisation limited by guarantee, we boast a 30-year history of serving our local community that was originally established in Logan in 1984. We are committed to fostering community development, youth, settlement and employment initiatives and to providing personal support programs to address the needs of disadvantaged youth and community groups including migrants, refugees, humanitarian entrants and visa holders.

Under a social justice framework, we are working together with key stakeholders to create social inclusion and achieve meaningful outcomes for the individuals and communities we serve. Through the development of responsive needs based practice and a commitment to innovation. ACSL is an award-winning organisation with demonstrated leading edge programs and services. Our mission is to provide leadership, education, support and advocacy services to build the capacity of migrants, refugees and the broader community to shape their own future. Our vision is to create social, cultural and economic experiences and opportunities that transform the lives of individuals and communities globally.

Group Overview

Brisbane Multicultural Arts Centre, BEMAC is a multi-art form producer, presenter and promoter of culturally diverse artists, arts and world music. BEMAC delivers an annual program of developmental and performance platforms and manage the Queensland Multicultural Centre, a venue for all Queenslanders to share their diversity through the arts. In 2015, BEMAC merged with Access Community Services Ltd, retaining DGR status and registration as a public company limited by guarantee with Access as the sole shareholder

Position Overview

This volunteer role of Multicultural Arts Supporter is a multifaceted position that allows volunteers to work in either office administration, which includes marketing and programming, or the option to assist in the coordination and planning of upcoming functions and events.

Key Function	Responsibilities, Accountabilities and Deliverables
Key Responsibilities	<p>Administration:</p> <ul style="list-style-type: none"> • Carry out administrative tasks associated with the bookings from hirers, ensuring all relevant information is accurately recorded. • Order of stationery and maintenance of inventory list • Updating mail register • Taking staff meeting minutes • Upload new events onto QMC Website calendar • Research on target audience on Facebook, radio, community groups • Compiling data for grant reporting • Assist with venue set up and brief hirers on procedures and compliance of the venue prior to events. • Assist in maintaining cleanliness and orderliness for venue spaces and equipment when required and as directed by the Venue Manager and Facilities Coordinator • Work in a professional and culturally appropriate manner that develops respectful working relationships <p>Venue Support:</p> <ul style="list-style-type: none"> • Assist in setting up any equipment necessary, including signage and moving furniture to suit the event style • Assist in scanning tickets at auditorium doors • Assist in checking guests at box office • Assist the Duty Manager in clearing tables, general cleaning
Key Performance Indicators	<ul style="list-style-type: none"> • Provide support to the Venue & Business Development Manager and team at BEMAC; • Interact in a friendly and patient manner with artists, contractors and visitors;

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	<ul style="list-style-type: none"> • Be a committed and reliable volunteer; • Attend annual appreciation events; • Participate in evaluation process and feedback surveys.
Team Participation HR, Quality & Environment)	<ul style="list-style-type: none"> • Communicate effectively with your manager in order to solve problems and review procedures to ensure improvements in service delivery and customer needs are identified and implemented. • Participate in on-the-job training and meetings and comply with Access Community Services Limited's (ACSLs) policies and procedures to ensure knowledge and skills are adequate to fulfil your duties. • Comply with the organization's Quality Management Systems policies and procedures, to ensure consistency in meeting the expectations of your role. • Comply with the continuous improvement process, completing quality improvement forms and ensuring the continuous improvement process is communicated, promoted and adhered to. • Behave in a manner that is consistent with the organisations Code of Conduct, to ensure all interactions with stakeholders are positive and represent the values of the organisation.
Work Health and Safety	<ul style="list-style-type: none"> • Comply with Access Community Services Limited (ACSL) Work Health and Safety policies and procedures to ensure safety in and out of the workplace is upheld. • Take reasonable care for your own health and safety and not to adversely affect the health and safety of others • Comply with reasonable instruction that is given by the organization. • Be vigilant for situations that may cause a safety risk and take steps to minimize the risk by identifying and reporting potential hazards in the workplace to the Supervisor / Manager. • Report any work related incidents, injuries / illness, malfunction of machinery, plant or equipment to your Supervisor / Manager immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence. • Wear, use, maintain and care for any Personal Protective Clothing and / or Equipment provided and report any defects. • Use lifting equipment and assistive devices as and when required. • Participate in rehabilitation processes if injured or ill due to work.

SELECTION CRITERIA

Skills & Experience	<ul style="list-style-type: none"> • Well-developed verbal and written communication and interpersonal skills; • Experience working with culturally diverse background; • Positive attitude; • Be committed and reliable to the program; • Ability to work autonomously and in a small team.
Other Requirements	<ul style="list-style-type: none"> • Current QLD Blue Card or ability to obtain one

APPLICATION & REMUNERATION

Reports to:	Volunteer & Student coordinator
Hours:	To be negotiated with the QMC Venue & Business Development Manager
Term of Employment:	Voluntary as per ACSL Student Placement Engagement Policy
Salary Package:	Voluntary
Location:	Based in Kangaroo Point but may be required to travel to other site locations.

Access Community Services Limited is an equal employment opportunity employer (EEO) and provides these opportunities to all employees and applicants for consideration and employment.

This Position Description is fully compliant with ACSL Policy and Procedure as detailed in ACSL manuals.

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CERTIFICATION:

I have reviewed and discussed this Position Description with my Supervisor/Manager and understand that it accurately describes the requirements of this position.

Position	Name	Signature	Date
Student			
Manager			