

General & Recruitment questions

What are the new roles in the Quakers Australia (QA) Office?

There are four new roles:

- Coordinator, part-time 27h/w (paid)
- Communications & Publicity Manager, part-time 17h/w (paid)
- Staff Oversight & Support Friend, (unpaid)
- Probity Adviser (unpaid).

Why are we using 'QA' and new terminology to describe the new roles?

Quakers Australia has been our logo and new email address for some years now and we wish to encourage the use of this more descriptive term. We also want everyone to realise that the new office structure marks a radical change. Though each new role in the team (or cluster) is made up of components of the current Secretary's work, there is no direct correlation. Hence, the new position titles.

Why is the term 'Coordinator' being used rather than 'Administrator' or 'Secretary'?

We've consulted by closely with Jacque Schultze in developing this new model, and we were struck by her use of the term 'coordinating' as the essence of the role of supporting our business processes. But, the role itself is very different from the Secretary's current role, and we wanted to use a new term to make this clear.

Where can I find the job advertisements?

On the Quakers Australia website, in Regional Meeting (RM) e-notices, the Secretary's and RM newsletters ... Please contact us if you would like any information you don't have:

ctransition@quakersaustralia.info

When do applications close?

- Applications for Coordinator close on 6 April 2023.
- Applications for Communications & Publicity Manager close on 28 April 2023

When do the new people start?

- We expect the Coordinator will start on 1 July 2023, and will shadow Jacque Schultze during YM23.
- We expect the new Communications & Publicity Manager will start on 1 August 2023.

How long will the handover be?

Final details of the hand-over and induction are still being worked out, but we expect that Jacque Schultze will have an in-person hand over with the new Coordinator, and will also be handing over to the new Communications & Publicity Manager.

Where will the new Office be?

We anticipate that the Coordinator will have a home office wherever they reside.

How do the hours allocated for the paid staff compare with the current situation?

The current AYM Secretary has been working 44.3 hours a week, about 12 more than the 32 hours (four days a week) she is employed for. The 27 hours for the Coordinator and the 17 for the Communications & Publicity Manager have been based on the way the Secretary's tasks have been

distributed between these new roles. Note also that some tasks have been moved (compliance and financial) and will be picked up by others.

Why is one job ongoing and the other a contract?

The Coordinator's role is most effective if it is ongoing, so that the person can build knowledge of us, of our QA and RM structures, and get to know how we do things and why, and how best they can support and facilitate our processes.

The Communications & Publicity Manager's role is very different. They are in charge of outreach and how we appear to the wider community of non-Friends, particularly by maximising our use of social media platforms. This is a quickly-changing landscape. While we always want good people to stay with us, new people will bring new skills.

Finances questions

How much more will this new arrangement cost compared to what we're currently paying?

This is still being finalised. There is a working group investigating an efficient use of our existing AYM funds and assets.

How will Australian Friends pay for an Office team when we've been used to paying for one paid employee?

There is a working group investigating an efficient use of our existing AYM funds and assets. We hope there will be minimal impact on RM quotas.

Will the Regional Meeting quotas go up?

We hope not, apart from expected rises in line with increases in the cost of living or the CPI. We know Regional Meetings are struggling to meet their quotas.

What sources are there for funding the new Office?

There is a working group investigating an efficient use of our existing AYM funds and assets.

Office structure questions

How will the new paid staff get to know Australian Friends?

Connection among Friends is vital and the people in these two roles will be the 'face' of the Office for us. Meeting in-person is ideal, and we hope travelling amongst Friends will be possible. But much of today's work is done online and even in this virtual setting we plan to introduce the new staff to key stakeholders, committees and Friends generally as soon as possible.

Who will I contact in future?

You will contact the Coordinator for almost all the things you currently contact Jacque for. While the Coordinator will have a new email address, the current email will be re-directed in case Friends forget.

- Payments and reimbursements will be done by Finance – the details of this new process are still being worked out with the Finance Committee
- The Communications & Publicity Manager will be in charge of communicating with Friends as well as outreach, and this may include a continuation of the current *Secretary's Newsletter*.

What are the lines of accountability and management in this new structure?

The four new roles – Coordinator, Communications & Publicity Manager, Staff Oversight & Support, and Probity Adviser – all report to the Presiding Clerk. The Staff Oversight & Support Friend will act for the Presiding Clerk to supervise the two paid roles.

How often will the paid staff meet with one another and also with the Staff Oversight & Support?

We expect they will have very regular catch-ups, probably weekly or fortnightly. They will be a team who will be expected to work closely together.

Is the Staff Oversight & Support like a clinical supervisor, such as in the helping professions?

Not exactly. The Staff Oversight & Support Friend will be a supervisor, but also a team member.

Does the Staff Oversight & Support (SOS) replace the need for personal support groups as we've had in the past?

No, it's a different function. The SOS will have twofold responsibilities involving workplace supervision and pastoral care. We encourage each of the paid staff to invite a group of trusted Friends to support them.

Will the Staff Oversight & Support be physically close to the paid staff (the Coordinator and the Communications & Publicity Manager)?

Not necessarily. It all depends on the location of the individuals in each of these positions. They will most likely be communicating at a distance.

Why isn't the Staff Oversight & Support paid?

This is a Friendly role, a role in which we hope a Friend will feel called to serve by providing the support and supervision that two new staff, who will probably be working at a distance, will need.

What if the new staff don't get on with one another?

We trust that the processes outlined in our *Handbook* will be sufficient for handling any difficulties that may arise.

What if someone turns out to be unsuitable?

Each of the paid staff will be employed under fair contracts and will begin with a probationary period to see if they're a good fit. Either employee or employer can terminate the arrangement with due notice.

How flexible is the new structure? Can the hours be changed?

There will be constant monitoring and review of the new structure as it is implemented. Yes, the hours could change if more or less are needed.

What opportunities are there for volunteers? How can I be involved?

We hope you will be involved! There will be numerous opportunities for service – by supporting the new people, e.g. by contacting them to wish them well, by holding them in the Light, by offering to be part of a support group for them – as well as more concrete opportunities for service. There will be opportunities to support the Coordinator by scanning hard copy into searchable digital format, for example. There may be an opportunity to take over making payments and reimbursements. We don't yet know what support the Communications & Publicity Manager may need as they work to outreach to the rest of Australia and the world, but there are bound to be many.

If we're a flat organisation, as we often say, why do we need a national office?

Just managing the webpage is a complicated (and costly) task, which needs to be done nationally to represent us to the whole of the country. Supporting our Concerns and business meetings takes hard work and a great deal of coordination.

How does the new Office affect other national office holders and committees?

In many ways! We have been working closely with a number of committees and office holders to discuss how they will work with the new staff, what boundaries there might need to be and how different purposes are met. We are also aware that such dramatic change has an impact on the procedures and terminology in our *Handbook*. Let's keep talking about these impacts and work through them together!

Will having so many in the new Office place an unacceptable burden on our Presiding Clerk, to whom they all report?

No. We have consulted closely with our current Presiding Clerk as we have developed this new model. We hope it will relieve some of their work, rather than add to it. The Staff Oversight & Support Friend should be a great help in their role.