



## POSITION DESCRIPTION

### January 2017

<b>Position</b>	Administrative Support Worker
<b>Program Streams</b>	Integrated Family Violence Services
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>Reports to</b>	Director Integrated Family Violence Services
<b>EA 2017 Classificatio</b>	Level 3
<b>Located</b>	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

### Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence, including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

### Position Purpose

The administrative support worker reports to and is responsible for providing administrative and clerical support to the director of integrated family violence services. Using excellent interpersonal and organisational skills, this position is responsible for managing telephone calls, correspondence, filing systems and assisting in diary management. The administrative support worker also supports the director to coordinate and participate in a wide range of meetings. This role, therefore, involves liaison with a diverse range of people, including WHW staff, representatives from government departments, peak bodies and not-for-profit organisations. The ability to manage competing demands and to prioritise tasks and workloads is a requirement of this role. This position is expected to contribute to a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and organisation.

## Key Result Areas and Responsibility

### **Provide comprehensive administrative and secretarial assistance to Director – Integrated Family Violence Services to support her with daily tasks and objectives.**

- Manage incoming telephone calls and, where appropriate, refer on to other staff.
- Assist with diary management, including the scheduling of appointments.
- Create and maintain paper and electronic filing systems, ensuring that all information is readily accessible.
- Sort and distribute incoming mail and send outgoing formal correspondence.
- Perform word-processing tasks when required.
- Maintain confidentiality regarding workplace practice, information and communication.

### **Support the Director - Integrated Family Violence Services to coordinate and participate in a wide range of meetings, ensuring that she is adequately prepared and that the required facilities and resources are booked.**

- Coordinate meetings between the director and external communities of interest in a professional and efficient manner.
- Ensure the director is prepared for all external meetings and that the relevant files are accessible and up-to-date.
- Organise meetings that the director is responsible for, ensuring appropriate paperwork is prepared and distributed in a timely manner, and that venues and catering are booked.
- Assist in the preparation of meeting agendas, minutes and other documentation where required.
- Coordinate internal meetings between the director and other WHW staff.

### **Contribute to the development and achievement of organisational goals through regular supervision and participation in professional development activities.**

- In collaboration with the director IFVS, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss workload and professional development.
- Attend relevant training provided by the organisation or outside bodies where appropriate.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

### **Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.**

- Contribute to a culture of collective learning and collaborative work practices, including respected and positive communication within the streams and organisation.
- Actively participate in program, stream and staff meetings and planning days.
- Actively participate in cross-stream mechanisms designed to facilitate links within organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation action plan and the feminist audit tool

## Key Selection Criteria

1. Demonstrated experience (at least 3 years) in an administrative support role, preferably in the not-for-profit sector.
2. Well-developed interpersonal and communication skills, with an ability to liaise with a diverse range of people including WHW staff, government officials, not-for-profit organisational representatives and communities of interest.
3. Experience in diary management.
4. Experience in coordinating meetings, preparing meeting paperwork and resource bookings.
5. High degree of competence with a range of software programs from the Microsoft Office suite including Word, Excel, Powerpoint and Outlook and demonstrated proficiency in IT applications including email, electronic calendars, filing systems and databases.
6. Excellent writing skills and proven experience in producing agendas and meeting minutes.
7. Well-developed appreciation of the need for confidentiality in regard to the work of WHW, particularly in relation to clients, staff and management.
8. Ability to develop, implement and review effective office systems and procedures.
9. Ability to work independently and with limited supervision.
10. Excellent attention to detail with a high level of professionalism.
11. Ability to work under pressure, manage competing priorities and to meet strict deadlines.

## PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

## REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

## ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
2. Employment is subject to the satisfactory completion of a national Police Record Check and where required, a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

## FURTHER INFORMATION

If you have specific queries about this position please contact Director – Integrated Family Violence Services, or Coordinator – People & Culture on 9689 9588.

To apply for this position, please send your written application addressing the key result areas and key selection criteria marked 'Confidential' with three nominated referees, including your most recent line manager, to:

Recruitment  
Women's Health West  
317-319 Barkly Street  
FOOTSCRAY VIC 3011  
[recruitment@whwest.org.au](mailto:recruitment@whwest.org.au)