

Position Description

Administrative Officer (SACS Level 3)
Caroline Chisholm Society

The Caroline Chisholm Society

The Caroline Chisholm Society (the Society) provides a range of support and assistance to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for life, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety.

More information about the Society is available at <http://www.caroline.org.au/>.

Nature of the role of Administrative Officer (SACS Level 3)

The Administrative Officer ensures the Society has an effective and efficient office that is warm and welcoming for pregnant women and young families.

The front of house function includes reception, including for welfare and counselling appointments, providing new and pre-loved goods to workers, organisational communications, and supporting volunteering.

The role requires the incumbent to

- uphold and promote the values and objectives of the Society,
- exercise responsibility for the front of house function of the Society, including
 - coordinate reception (incl. supporting welfare appointments program and organisational needs such as the corporate diaries);
 - support communications (incl. the preparation of newsletters, correspondence, and content for the website and social media);
 - supervise and support volunteers (incl. with fundraising, processing goods and other tasks);
 - collate and respond to staff needs; including providing administrative support to the CEO, filing, data collection, IT support, office and vehicle maintenance;
- Self-initiated, management supported agency and administrative duties
- Continuous professional development.



Accountabilities of the Administrative Officer (SACS Level 3)

The Administrative Officer (SACS Level 3) reports to the Corporate Services Manager. Work plan targets are agreed from time to time with the line manager. The role is accountable for:

1. *Upholding the values of the Caroline Chisholm Society*
2. *Provision of a quality reception experience, especially for clients of the welfare appointments*
3. *Provision of administrative support, including for the organisational needs*
4. *Supervising and supporting volunteers, including allocating and reallocating work*
5. *Confident, compassionate communications across platforms of work such as reception; newsletters, website and social media; corporate diaries; and discussions with stakeholders (incl. volunteers)*
6. *Conducting and developing self in the workplace with limited oversight*
7. *Other duties: The incumbent may within reason request staff perform other duties which are auxiliary and peripheral to normal duties*

Key Selection Criteria

The successful candidate will have responded to each of the following criteria:

1. **Values:** Understand and share the values and objectives of the Caroline Chisholm Society with preparedness to advocate for those values.
2. **Administration of systems:** Highly developed organisational, administration and time management skills. Highly developed IT skills, with strengths in the MSOffice suite, databases and online reporting systems.
3. **People skills:** A confident, compassionate approach when dealing with a wide variety of people including the ability to be respectful and helpful with clients of the Society. A highly-developed understanding of, and ability to maintain, confidentiality.
4. **Communication:** Highly developed oral and written communication and negotiation skills. Well-developed oral and written communication and negotiation skills. With volunteers, the ability to allocate work appropriately to match skill levels, offer instructions in writing and resolve questions and issues as they arise.
5. **Judgment:** Ability to exercise judgement in identifying risks (be they ethical, financial or occupational, health and safety) and implement systems to manage those risks.
6. Hold Associate Diploma or a Certificate with relevant experience.

Appointment is subject to holding a current drivers licence, and successful conclusion of a police records and working with children check.

Conditions of employment

- EFT: 1 (76 hours per fortnight)

- Tenure, salary and benefits:

Award wages consistent with negotiated provision below.

Award rate plus 9.25% Super, 5-year contract full time (Subject to grant application under budget consideration) with 6-month probation.

Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.

All full-time and part-time Society employees may choose to package their salaries which may result in tax advantages to the employee.

- Location:
977 Mount Alexander Road, Essendon (main site) with some servicing of 1 Darebin Place, Caroline Springs.

Conditions as negotiated

Incumbent	VACANT
Position Title	Administrative Officer
Classification under the Social, Community, Home Care and Disability Services Industry Award 2010	Social and community services employee, Level 3, Pay Point 1
Classification under the Social and Community Services (Victoria) Award 2000	Social worker, Class I, 1st year
EFT:	1 (76 hours p/f)
Contract end date:	4.5-year contract full time
Other conditions	Consistent with the Social, Community, Home Care and Disability Services Industry Award 2010.