



POSITION TITLE:	Project Administration Support Officer
POSITION NUMBER:	CS054
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 3 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Quality and Compliance – CEO Office
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and DWES List Check.

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The CEO Office Division is represented by the members of the Executive Leadership Team who lead the Agency in promoting integration and seamless service delivery. Members include the CEO, the Executive Managers of all Divisions, Quality & Compliance, Marketing and Communication and executive support as required.

The Quality and Compliance team is responsible for ensuring Agency compliance with relevant legislation and standards.

PRIMARY PURPOSE OF ROLE

The Project Administration Support Officer will provide high level, efficient administrative support to specific Quality & Compliance Team projects, other various identified projects across the Agency, as well as support for Executive Management strategic committees and projects as required.

The role is responsible for the day-to-day administrative requirements of current and future projects including secretariat support, analysing data and word processing duties for project submissions, reports, correspondence and presentations.

This role also requires specific professional and interpersonal skills of:

- Proven time management abilities required to support project staff with the facilitation of project deliverables.
- Strong attention to detail and flexibility to work on a range of tasks.
- Proven ability to work to deadlines.
- High level of communication skills including the ability to build effective relationships quickly
- Ability to handle confidential and sensitive information with appropriate discretion.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Project Administration Support Officer will be responsible for supporting Brophy's ability to meet and maintain necessary legislation, compliance and auditing requirements through the support provided to identified projects.

This position will be required to engage with both internal and external stakeholders to ensure effective delivery of identified projects, therefore as a result will be involved in regular audits and quality checks of programs and processes to ensure standards are being followed.

REPORTS TO

The position reports to and is supervised by the Quality and Compliance Lead.

KEY RESPONSIBILITIES

Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Participate in all core training designated by the line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Assist with the organisation of meetings, prepare and submit agendas, minutes and briefing papers, and periodically follow up on the status of actions arising from these meetings to support project/team operations.
- Undertake diverse administrative processes including creating, managing and maintaining project registers, databases, electronic files and records to ensure compliance with government document management policy.
- Support the coordination of Brophy's Knowledge Management System PROMPT.
- Support the implementation of the Agency Client Management System.
- Support the reporting requirements of the Working for Victoria Youth Coalition Project.
- Assist with coordination of the outcomes measurement system including Results Based Accountability (RBA) in consultation with the Research & Evaluation Coordinator.
- Work collaboratively with various programs across the Agency to provide administrative support including researching and collating of relevant program or project information.

- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Promote the program's services and the Agency throughout the region.
- Establish effective working relationships with a broad range of stakeholders and services across the Agency to ensure an integrated approach to quality standards is developed and maintained.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Quality & Safety Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Effectively communicate relevant information regarding specific projects as required.
- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential and timely record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.

- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a Certificate IV in a Business or Quality related field or equivalent qualification and/or experience.
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- A high level of demonstrated administration skills including minute taking, project submissions, reports, correspondence and presentations.
- Demonstrated administrative experience working across multiple projects including the ability to be flexible in adjusting to changing priorities and in working to deadlines.
- Ability to maintain accurate, confidential and timely record keeping, filing and general maintenance of client information, in accordance with relevant organisational requirements and standards.
- Experience in maintaining and reporting on data for a variety of audiences.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases.

AUTHORISED BY

NAME: Kathy Sanderson
 POSITION: Acting Chief Executive Officer
 DATE: October 2020

ACCEPTED BY INCUMBENT

NAME: _____
 SIGNED: _____
 DATE: ____/____/____