

Title	Administration Officer
Team	Counterpart
Work location	Level 2, 210 Lonsdale St, Melbourne
Employment type	Fixed term (12 months) Part-time, FTE 0.8 (60.4 hours per fortnight)
Classification	Level 2 Classification, WHV Enterprise Agreement 2013
Salary	\$59,465 per annum pro rata
Position reports to	Counterpart Manager
Date Approved	October 2017

1. ORGANISATIONAL ENVIRONMENT

Counterpart - women supporting women with cancer - is a state-wide gynaecological and breast cancer support and information service. As part of Women's Health Victoria (WHV) the service aims to connect, support and inform women with cancer to live well. Counterpart recognises that a diagnosis of cancer must be seen in the broader context of a woman's life. Women (and sometimes their families and friends) use the service to seek information on a range of psychological, emotional and practical issues associated with cancer – the service does not provide medical advice or counselling. Services currently consist of a central city based resource centre and programs and activities delivered in a range of locations including acute and community settings.

The Counterpart team includes seven staff who work alongside a workforce of over 45 trained peer support volunteers who have personally experienced breast or a gynaecological cancer. In addition, over 25 women volunteer to provide support in other ways to the service.

The service operates across Victoria, working collaboratively with hospitals, allied health, community services and consumer groups within the cancer sector. Counterpart offers access to its services through its Resource Centre, various external activities, programs and partnerships. It is funded by the Department of Health and Human Services. More information can be accessed at www.counterpart.org.au

2. POSITION OBJECTIVES

- 2.1 To provide general administrative support to the Counterpart team.
- 2.2 To coordinate the CMS database and maintain IT requirements.
- 2.3 To support communication and marketing activities.
- 2.4 To provide administrative support to the volunteer program.
- 2.5 To co-ordinate and maintain a range of organisational systems and processes.

3. KEY RESPONSIBILITIES

3.1 General Administrative Support

- 3.1.1 Purchase and maintain office requirements such as stationery, library resources and other consumables.
- 3.1.2 Maintain internal financial processes such as petty cash, invoices and processing of donations.
- 3.1.3 Liaise with services and health professionals for the purpose of organising payment and permission forms for information sessions and events.
- 3.1.4 Provide technical support to staff, including troubleshooting of audio-visual equipment.
- 3.1.5 Liaise with the Business Services Team and relevant suppliers in regard to the provision of IT services and infrastructure support to Counterpart.
- 3.1.6 Respond to maintenance requests to ensure a healthy and safe workplace environment.
- 3.1.7 Coordinate and maintain the Counterpart calendar along with staff meeting schedules and agendas.
- 3.1.8 Coordinate fortnightly timesheets.
- 3.1.9 Provide secretariat services to the Counterpart Advisory Group.
- 3.1.10 Respond to inquiries about Counterpart
- 3.1.11 Manage the mail service.

3.2 Database and Information Management

- 3.2.1 Co-ordinate the client management system and undertake filing on a regular basis.
- 3.2.2 Maintain and update the mailing list data base including the generation of mail merge documents and files as required.
- 3.2.3 Maintain the service's contact/service user database and emailing lists which includes data entry, responding to requests for data from staff and preparing service monitoring reports.
- 3.2.4 Contribute to the analysis of service data and project activities for the purposes of evaluation and reporting requirements.
- 3.2.5 Contribute to the development of policies and procedures related to data management, storage and privacy.
- 3.2.6 Coordinate IT needs of the service and troubleshoot with the help desk as needed.

3.3 Communication and Marketing activities

- 3.3.1 Co-ordinate mail outs throughout the year including the development and printing of materials.
- 3.3.2 Prepare communication materials for Counterpart in various forms including flyers and newsletters, as required.
- 3.3.3 Assist with the organizing of events throughout the year.
- 3.3.4 Provide editing and proof reading support to the Communications Coordinator.

3.4 Administrative support to the volunteer program

- 3.4.1 Coordinate mailouts and routine emails.
- 3.4.2 Organise volunteer rosters and update volunteer database.
- 3.4.3 Coordinate logistics for volunteer in service meetings and training.
- 3.4.4 Coordinate police checks
- 3.4.5 Undertake other duties as agreed with Manager Counterpart and Volunteer Coordinator.

3.5 Responsibilities carried out by all staff

- 3.5.1 Promote WHV and its programs.
- 3.5.2 Participate in WHV strategic and operational planning processes.
- 3.5.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.5.4 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.5.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.5.6 Undertake other duties as directed.
- 3.5.7 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes
- 3.5.8 Work within the organisational policies, procedures and Enterprise Agreement
- 3.5.9 Support and be accountable for maintenance of a safe working environment.

4. ORGANISATIONAL RELATIONSHIPS

4.1 Internal

- 4.1.1 Counterpart team and volunteers
- 4.1.2 Contribute to the organisational culture incorporating co-operation, collaboration and shared accountability with the Executive Director, WHV staff, volunteers and WHV Board members.

4.2 External

Key external relationships:

- 4.2.1 Service users which includes women with breast and gynaecological cancers, carers, family members and friends.
- 4.2.2 Cancer nurses and other acute sector cancer providers particularly from rural and regional Victoria.
- 4.2.3 Health and community sector services particularly from rural and regional Victoria.
- 4.2.4 Cancer organisations and support groups.
- 4.2.5 Counterpart Advisory Group.

5. ACCOUNTABILITY

The Administration Officer is accountable for delivering the position objectives and meeting the position performance measures as agreed annually.

6. EXTENT OF AUTHORITY

Within the scope of the position, engage and/or supervise support staff and/or students as required from time to time.

7. SALARY

The position is classified as a Level 2 which attracts a salary of \$59,465 per annum (pro rata). WHV Enterprise Agreement 2013 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging applies.

8. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION

WHV Enterprise Agreement 2013 Level 2 Classification definition is as follows:

- 8.1 Work is likely to be without supervision, with general guidance on progress and outcomes sought. Responsibility for, and limited organisation of the work of others may be involved.
- 8.2 Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures where there are no defined established practices.

- 8.3 Solutions to problems are generally found in precedents, guidelines or instructions, with assistance available from senior employees.
- 8.4 Competency at this level involves the application of knowledge with depth in some area and a broad range of skills. There is a wide range of tasks and roles in a variety of contexts, with complexity in the range and choice of actions required.
- 8.5 Competencies are normally used within routines, methods and procedures where discretion and judgement is required, for both self and others in planning and selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

9. ENTERPRISE AGREEMENT LEVEL TWO COMPETENCIES FOR THIS POSITION

- 9.1 Understanding and ability to apply knowledge of the functions of the Service in carrying out responsibilities to internal/external clients.
- 9.2 Ability to meet team goals through completion of individual work, within a personal/team work plan that identifies goals, expected results and appropriate time frame.
- 9.3 Work area goals are achieved through constructive participation to solve problems and through completion of personal tasks. Staff development needs are identified.
- 9.4 Ability to communicate with others in a manner which conveys the message(s) intended and is adjusted to meet the need or differences of the situation or clients or work colleagues. Written materials can be understood by the reader.
- 9.5 Suggestions for changes in environment or workplace practices are made. Contributions to the implementation of change are made and people are supported in adjusting to changes.
- 9.6 Understanding and ability to manage time, develop plans, practice ethical behaviour and develop personal skills.
- 9.7 Understanding and ability to find information, analyse it and form it into options that identify possible solutions.
- 9.8 Ability to set up equipment and use appropriately in accordance with occupational health and safety guidelines

10. KEY SELECTION CRITERIA

10.1 Mandatory

- 10.1.1 A minimum qualification of Diploma of Business Administration or related qualification and/or 4 years of experience in a similar role.
- 10.1.2 Demonstrated experience in organisational support and excellent administrative skills.
- 10.1.3 High level computer literacy and expertise in Microsoft Office particularly Word, Excel, Publisher, Access and Power Point.
- 10.1.4 Demonstrated written and verbal communication skills including an ability to develop promotional material.
- 10.1.5 Experience with client management systems.
- 10.1.6 Demonstrated initiative and flexibility to respond to short and long term changing needs.
- 10.1.7 Proven ability to manage competing priorities and to work within deadlines.
- 10.1.8 Well developed interpersonal skills.
- 10.1.9 Experience working effectively within a team environment.
- 10.1.10 Commitment to a feminist framework and principles of consumer participation.

10.2 Desirable:

- 10.2.1 Experience with organising events.
- 10.2.2 Experience with design software e.g. adobe creative suite.
- 10.2.3 An awareness of the issues relating to breast and gynaecological cancers.
- 10.2.4 Experience working with volunteers.

To apply for this position

Applications can be made by submitting a cover letter, resume and responses to the Key Selection Criteria in section 10 of this position description.

Applications are to be made via email to whv@whv.org.au and addressed to Dianne Hill. If you have any questions relating to this application contact Dianne Hill on 8488 9833.

Applications close midnight Sunday 26 November 2017

WHV EO Exemption No. H102/2014