



## **POSITION DESCRIPTION**

### **Program Support Officer – Part-time (0.8 FTE)**

**(12month contract)**

**DATE APPROVED**            20 March 2018

#### **POSITION CONTEXT**

Women with Disabilities Victoria (WDV) is the peak organisation for women with disabilities in Victoria. Its mission is to advance real social and economic inclusion for women with disabilities in Victoria by being a voice, creating opportunities, building partnerships, and engaging the community to challenge attitudes and myths about women with disabilities.

WDV currently runs a number of successful programs, including the Workforce Development Program on Gender and Disability – a violence prevention program for the disability sector, the Enabling Women Leadership Program – a leadership and empowerment program for women with disabilities, and Rural Linkages – a project connecting women with disabilities in rural areas with local advocacy partners. The Program Support Officer is a position within the Operations team, dedicated to providing administrative support to staff delivering WDV programs.

#### **POSITION DETAILS**

Position Title:            Program Support Officer  
Classification:            WHV EA 2007 Level 2 Year 2 and WHV EA 2007 Level 2 Year 4, depending on experience.  
Salary:                      \$39,304 – \$43,002 per annum pro rata, plus employer superannuation  
                                    Attractive salary packaging is available to all staff.  
Hours of Work:            30.4 hours per week (0.8 FTE) to be worked over Monday to Thursday.  
Tenure:                      This position is a twelve-month tenure from the date of appointment and is subject to a three-month probationary period.  
Conditions:                A police check will be required to undertake the duties in this position.  
Position Location:        WDV office at Level 9, 255 Bourke St., Melbourne.

#### **POSITION OBJECTIVE**

Provide program staff with a range of administrative supports to ensure the effective delivery of WDV's programs.

## **KEY RESPONSIBILITIES**

### **Program administration support**

- **Assist with production of training materials, information packs and other printed materials:**
  - Production and basic design/layout of documents, including basic research, formatting, graphics and sourcing of elements such as photos
  - Proof-reading of materials
  - Printing and collating materials and information packs.
  
- **Assist with events and training sessions:**
  - Communicate with participants and other stakeholders
  - Prepare equipment and printed materials
  - Support access requirements of staff and participants
  - On-site set-up which includes moving of tables and chairs if required / trouble-shooting / pack-up of materials, including IT equipment
  - Book and organise resources such as meeting rooms, catering, interpreters, support workers, travel and accommodation
  - Liaise with venues
  - Take and distribute minutes when necessary.
  
- **Biennial Brenda Gabe Leadership Award**
  - Attend working group meetings for the Brenda Gabe Leadership Award
  - Provide administrative support for the advertising, application and selection processes
  - Communicate with nominators and nominees.
  
- **General administrative duties for the programs**
  - Collaborate with WDV staff, and communicate with external stakeholders
  - Maintain contact lists, basic databases, program record-keeping and electronic filing
  - Answer the phone and redirect phone calls, monitor voicemail and take messages
  - Attend Program team meetings
  - Other administrative assistance as directed.

## **Office support and other duties**

- Website updates
- Answer phone calls
- Provide administrative support to the production of the Annual Report, as directed by the Operations Manager
- Place orders for stationery and office/kitchen supplies
- Meeting room bookings
- Update the main staff calendar and other calendar meetings
- Manage office postage, Myki cards, Cabcharge etc.
- Manage the equipment register
- Create staff meeting agendas when required
- Attend meetings as required
- Assist Operations staff with other duties and provide back-up and relief as required.

## **General**

The following responsibilities are carried out by all staff:

- Contribute to WDV's capacity as a feminist organisation to deliver its goals, enable and support high performing teams and foster productive internal and external relationships
- Develop an individual annual work plan and report on its progress at annual appraisal
- Provide verbal and written reports and activities data as appropriate
- Active involvement in a reflective learning organisation committed to strategic and operational planning, setting performance objectives, policy development and review, evaluation, risk identification and risk management
- Work within organisational policies, procedures and Enterprise Agreement
- Follow OH&S standards, and raise any concerns in the appropriate manner
- Undertake other duties as directed.

## **ORGANISATIONAL RELATIONSHIPS**

- Contribute to the culture of the decision making processes on a day to day basis
- Work collaboratively with all members of the WDV staff and Board and more specifically the Operations Team, attending Operations Team Meetings.

## **ACCOUNTABILITY**

- The position falls within WDV Operations and reports to the Operations Manager on agreed objectives
- The Program Support Officer will work on a day-to-basis with the WDV Program staff
- The position is subject to annual performance appraisals.

## **SELECTION CRITERIA**

- Commitment to feminist principles and the rights of women with disabilities
- Demonstrated skills and experience in the program support tasks described
- Ability to support access requirements
- A high level of competency in the following programs: MS Word, Outlook, Powerpoint, Excel. Experience in MS Publisher would be highly regarded
- Strong organisational and time management skills, including the ability to:
  - plan and schedule workload according to different programs' demands
  - prioritise and meet deadlines
  - multi-task and work effectively under pressure
- Excellent communication skills and the capacity to work collaboratively and supportively within a busy small team
- Flexibility, adaptability, and a positive problem-solving approach
- Lived experience as a woman with a disability is highly regarded.

## **WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION**

The WHV Enterprise Agreement 2007 Level Two Classification definition is as follows:

- 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
- 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
- Solutions to problems are generally found in precedents, guidelines or instructions, with assistance available from senior employees
- 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
- 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.

## **ENTERPRISE AGREEMENT LEVEL 2 COMPETENCIES FOR THIS POSITION**

- Understanding and ability to apply knowledge of the functions of the service in carrying out responsibilities to internal/external clients
- 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
- Work area goals are achieved through constructive participation to solve problems and through completion of personal tasks. Staff development needs are identified.

- 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
- 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.
- Understanding and ability to manage time, develop plans, practise ethical behaviour and develop personal skills
- Understanding and ability to find information, analyse it and form it into options that identify possible solutions
- Ability to set up equipment and use appropriately in accordance with occupational health and safety guidelines.