ABOUT OUR ORGANISATION

The Centre for Non-Violence Inc. (CNV) is a well established organisation, with over 20 years’ experience in providing specialist family violence programs and services for women and children experiencing family violence and at risk of homelessness, men who use violence in the family and working with families across the continuum of response, early intervention and primary prevention. We provide a range of services for women and children experiencing family violence; programs for men who use violence in the family, including men’s behaviour change programs, Making aMENds (a newly developed program for early intervention and working with the whole family), enhanced intake and case management; a young women’s housing program for young women aged 15 to 25 who are pregnant and/or parenting and at risk or experiencing homelessness.

CNV works collaboratively with key stakeholders and partners regionally and statewide, to implement primary prevention approaches, innovative projects and influence coordinated community responses and policy to prevent violence against women and their children. CNV provides a key leadership role and auspices positions that support policy and practice integration and coordination implementation, including: Loddon Campaspe Family Violence Principal Strategic Advisor Co-ordinator and the Loddon Mallee Homelessness Network Coordinator, Communities for Children (C4C) and statewide advisory roles. CNV is active leader and innovator in primary prevention, community education and engagement projects, activities and initiatives.

CNV is also the lead agency for the Loddon Campaspe Integrated Family Violence Consortium that is funded to deliver the full suite of services for women and children experiencing family violence, and programs for men who use violence towards family members.

CNV is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety, wellbeing and inclusion of all children and young people, including the cultural safety of aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children with a disability.

CNV has an Employee Bargaining Agreement with its staff, which allows both negotiated salary packaging and flexible working arrangements.

CNV Inc. is duly accredited to both DHS (State) and QIC (National) Standards. Continuous quality improvement is an agency expectation.

Vision Statement
Gender and social equality in a violence free world.

Statement of Purpose
CNV is working towards its vision of a society free from violence, homelessness, discrimination, poverty and oppression by:

- Being responsive to the needs of women and their children through providing information, resources, housing options, referral, advocacy, education and support;

- Designing and delivering education, prevention and recovery programs to schools and the wider community;

- Supporting the capacity of School Communities to care for and nurture children through the Solving the Jigsaw program;

- Ensuring women and children’s rights are upheld;

- Challenging structural, legal and social inequities and advocating for change;
• Advocating for affordable, secure and safe housing options;

• Increasing community awareness of the social and systemic issues affecting women and children.

Philosophy & Principles
CNV Inc. will be guided by a feminist philosophy and the following principles in its relations with service users, staff, other stakeholders and the wider Community.

• RESPECT is an active conscious process that acknowledges differences and accommodates conflict. CNV Inc. will work in a consistently respectful manner thus ensuring its practice is non-judgmental, validating, confidential, supportive and acknowledges the intrinsic value of each person. Respect engenders trust, empathy and equality between people;

• CO-OPERATION by valuing the strengths and ideas of others. CNV Inc. works collaboratively to develop and maintain relationships to achieve the best outcome(s);

• SOCIAL JUSTICE is an integral part of CNV Inc. practice, actively advocating structural and social change and the development of a society that is just, equitable and respects human rights;

• EMPOWERMENT, supporting women and children through a power sharing approach to identify their own needs and make informed decisions utilising their strengths. Empowerment engenders self-determination and promotes resilience;

• TRANSPARENT AND INCLUSIVE PRACTICES ensure rights are protected and advocated for and that the service is accountable to stakeholders and the Community;

• DECISION MAKING processes based on participation, consultation and information sharing, whilst respecting and acknowledging different roles, responsibilities, functions and skills
POSITION DESCRIPTION

Title: Executive Assistant/Senior Administration Officer – Client Services

Classification: Social and Community Services Award (SACS Award) Social Worker Class II. Translates to the Social, Community, Home Care and Disability Services Award 2010 – Level 5, pay point dependent upon experience.

Salary/Conditions: Salary Range $77,913 to $81,609 (annually) pro rata. Hourly rate $39.43 to $41.30. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.

Team/Unit: Client Services

Contract: On-going

Work Location: Office in Central Bendigo (support work within Sub-region may be required)

Hours: Part-time 0.8 EFT

Hours of Work: Normal hours of work are negotiable between 9am and 5.06pm, but some out of hours work may be required

Accountability: General Manager, Client Services
POSITION DETAILS

Position Context

CNV Inc. has three major areas of operation: Client Services, Prevention and Development and Operations.

Our Client Services Division delivers a range of programs to the community including domestic violence outreach services for women and children experiencing family violence and/or homelessness; counselling for women and children experiencing family violence; young women’s housing programs; programs for men who use violence towards family members including men’s behaviour change, enhanced intake and case management.

There are small integrated teams of workers with representation of our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.

CNV also delivers a range of programs that are designed to enhance safety and outcomes for women and children including the Risk Assessment Management Panel (RAMP), the Personal Safety Initiative and capacity building programs that connect with Child Protection and the Mental Health and Alcohol and Other Drugs sectors.

Our Prevention and Development Division provides a range of community engagement, research, advocacy and prevention programs including the auspices of the Family Violence Regional Integration Coordination program and Loddon Mallee Homelessness Network including the regional Children’s Resource Worker program.

Our Operations Division is responsible for all of our human resources, asset and financial management, OHS, quality assurance and administrative support to the organisation.

An Annual Work Plan guides the organisational priorities, which are informed by the CNV Strategic Plan and Continuous Quality Improvement Work Plan.

This position offers an opportunity to work with a respected community organisation and its skilled teams, to develop new skills, to participate in professional development and community education in several vital fields (family violence and homelessness), and to work across collaborative partnerships.

Position Objective

The Executive Assistant/Senior is a member of the Client Services team reporting to the General Manager Client Services.

The Executive Assistant/Senior Administration Officer works directly with the Client Services Management team on a day to day basis.

The Executive Assistant/Senior Administration Officer supervises the Client Services Administration Assistant and has responsibility for the following activities and delivery of the following key tasks;
KEY RESPONSIBILITIES

The Executive Assistant/Senior Administration Officer is responsible for;

**Administrative support to the General Manager, Client Services**

- Provide confidential administrative and secretarial support to the General Manager, Client Services
- Assist with projects and keep the General Manager, Client Services and others informed about Client Services plan and project deadlines and issues that may impact on client services;
- Manage the workflow of correspondence and requests for information to the General Manager, Client Services with priorities established by the General Manager, Client Services
- Maintain effective time management practices by arranging meetings and appointments

**Administrative support at meetings**

- Attend meetings as requested and assist with determination of project administration;
- Take minutes for Client Services Leadership group meetings and Client Services meetings and other meetings as required;
- Check details and paperwork to ensure all agenda and supportive documentation is collated and distributed;
- Identify any follow up action arising from the minutes and bring to the attention of the General Manager, Client Services to determine priorities.

**Administration**

- Supervise, support and manage client services administrative staff including distribution of workload, monitoring of work progress and professional development and provision of advice and training
- Assist with data reporting requirements as directed by the General Manager, Client Services the Client Services Management team;
- Provide administrative support to the other members of the Client Services Management team as needed from time to time;
- Arrange appointments, meetings (including venues), travel arrangements, correspondence, accommodation and priorities correspondence;
- Assist with the development of submissions/quotations/reports as required;
- Develop, implement and review administrative support systems and procedures within the Client Services team;
- Manage the day to day administrative activities of the Client Services team;
- Maintain a high level of accuracy in all correspondence and administrative documents associated with activity within the team and ensure timelines are adhered to;
- Encourage an environment in which high quality services are delivered by continually seeking improvements in system development and processes including conduction audits as requested by the Client Services Manager;
- Manage quality related processes for Client Services team;
- Regular engagement and upskilling of Client Services team around procedural requirements.
Quality assurance

- Assist with the development and maintenance of key Client Services documents including the Practice Guidelines;
- Support Client Services preparation for quality accreditation;
- Continual focus on quality improvement across Client Services;
  - Review and refinement of Client Services systems (Practice Guidelines, Complaints and Compliments and Client Feedback specifically)
  - Collection, collation, dissemination and initiating analysis of client feedback
  - Coordination of Quarterly Client File Audits including collection, collation and dissemination of data to Client Services team
- Support the development of the Client Service Strategic and Quality Work Plan in conjunction with the Client Services Management team
- Develop monitoring systems for the Client Services work plan
- Develop and lead a review system for Client Services related policy

Risk Management and Occupational health and Safety

- Observe safe work practices in accordance with training and instruction given and report any risks
- Act responsibly with proper respect for established policies and procedures and consistently perform the role with proper regard to health and safety
- Contribute to Workplace Health and Safety activities to ensure a safe work environment for clients, our community employees and visitors

KEY COMPETENCIES

The following are deemed critical for this role:

- Achieves results - Proven ability to effectively coordinate and manage administrative, and operational support for management with the ability to prioritise work and meet commitments and deadlines relating to the efficient administration of an office.

- Supports productive working relationships - A high level of initiative, integrity, tact, and discretion in dealing with sensitive and confidential matters, possession of a professional work ethic, flexibility and adaptability to change in the work environment, and a high degree of motivation, with a capacity for sustained, quality output.

- Communicates with influence - Proven ability to effectively communicate, verbally and in writing, for all purposes relevant to the role, including the ability to interact, liaise and consult with internal and external stakeholders and members of the public.

- Team-Work – attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect;

- Initiative – proactive and self-starting;

- Flexibility – is adaptable, receptive to new ideas, responds and adjusts easily to changing work demands and circumstances, is not bound by old ways of doing things;

- Drive and Commitment - is enthusiastic and committed, sets high standards of performance;
• **Code of Ethics** – models and promotes organisational values and adhere to CNV’s Code of Ethics. Ensure Core values are reflected in decision making and everyday behaviour in professional relationships and direct services;

• **Detail Focus** - undertakes finely detailed work in a precise and accurate manner;

• **Change Management** – maintains a positive approach to change and adapts to new or different ways of working;

• **Self-confidence and resilience** - believes in self to respond to tasks/situations, maintains performance under adverse conditions and accepts new challenges, and;

• **Accountability and integrity** – accept accountability for own actions and is honest and trustworthy.

• **Risk Management** – contribute to the control of risks and hazards and maintains a safe work environment in accordance with CNV’s risk management and OHS policies and procedures.

• **Service Safety and Quality** – contribute to the enhancement of quality practice and undertakes work efficiently, focusing on client satisfaction and maintaining service quality and safety.

• **Leadership** – provides appropriate and effective direction to staff, encourages innovations and motivates staff to accomplish goals

**KEY SELECTION CRITERIA**

1. Strong organisational and administrative skills with demonstrated experience in supporting Managers in the delivery of priorities.
2. Capacity to provide supervision and leadership to client services administrative staff.
3. Demonstrated experience in assisting with the preparation of correspondence, presentations, submissions and reports.
4. Ability to manage multiple priorities in a high-pressure environment with diplomacy and professionalism.
5. Proficient in MS Project and the MS Office Suite of products including excel and power point.
6. Well-developed communication and interpersonal skills with the capacity to liaise effectively with a wide range of clients, workers and service providers including the ability to work cooperatively as a member of a team.
7. Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities and commitment to continuous improvement.
8. An understanding of and support for the feminist philosophy of CNV.

**Desirable Criteria**

• Experience working in the community sector

**APPLICATION PROCESS**
HOW TO APPLY

How to apply
To be considered for shortlisting and an interview, applications must include the following:

- Covering letter;
- Each Key Selection Criteria must be addressed, and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application. You will need to demonstrate that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position.
- Current Resume;
- The names and contact details of three professional referees, ideally one should be from your supervisor and from your most recent employer.

Safety Screening and Mandatory Criteria

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.
- All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.
- Employee’s must hold a valid driver’s licence.

APPLICATIONS

CLOSING DATE: Wednesday 16th October 2019 at 4pm

Email to: vacancies@cnv.org.au
Or mail to: People and Culture Manager
Centre for Non-Violence Inc
P.O. 958, Bendigo 3552

Mark envelope: Private and Confidential
VERIFICATION

This section verifies that the employee and supervisor have read the above position description and are satisfied that it accurately describes the position.

EMPLOYEE

Signature................................................................. Date............................................

SUPERVISOR

Signature................................................................. Date............................................

RELEVANT INFORMATION

BENEFITS OF WORKING WITH CNV
- Attractive salary packaging, can earn up to $15,860 tax free
- Above award wages and generous EBA conditions
- Excellent work/life balance
- Supportive and friendly organisational culture
- On-going training and development opportunities

ROLES AND RESPONSIBILITIES
All employees are responsible for ensuring that they comply with all CNV’s policies and procedures.
All employees are responsible for the efficient and effective use of resources.
All employees are expected to work as part of a committed team that meets clients’ expectations by providing a responsive and high-quality service delivery, in a respectful and dignified manner. This includes being part of the delivery of programs and services to standards of improvement required for our accreditation process.

PRE-EMPLOYMENT CHECKS
CNV has a duty of care to its clients to create and maintain a safe, health working environment; therefore, any persons employed by CNV will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-existing Health declaration, a criminal records check and proof of identify and qualifications. Only criminal history that is relevant to the inherent requirements of the position is taken into consideration.

PRE-EXISTING MEDICAL CONDITION CHECK
Under Victorian Workcover legislation, it is the applicant’s duty to advise CNV of any pre-existing medical condition/s, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any
relevant injury or disease will jeopardize any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.

CODE OF ETHICS
The code of ethics provides the parameters for acceptable and unacceptable behaviour while at work or while on work related business off site. All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. All employees must comply with CNV’s Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.

CNV has a zero tolerance of child abuse and our Code of Ethics enforces appropriate behaviour and expectations with children. A Child Safety Officer has been appointed and can answer questions or concerns in relation to child safety.

PROBATION PERIOD
The position is subject to a 6-month probation period during which time you will receive advice and guidance to help you become familiar with and competent in performing the requirements of the position. During this period, either party can terminate employment with one week's notice. A probationary review before 6 months will be undertaken.

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS
CNV is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and CNV’s policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement and contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.

Any OH&S matters must be reported to either the OH&S Rep, General Manager, Operations or the relevant Manager.

RISK MANAGEMENT
Employees are required to follow all policies and procedures in relation to risk management. Employees are expected to:

- Participate in risk assessments.
- Demonstrate an understanding of, and a commitment to, CNV’s Risk Management Framework.
- Report all hazards and incidents of which they become aware.
USE OF CONFIDENTIAL INFORMATION
Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.
Both during and after employment with CNV, employees must not:
  • Communicate confidential or private information to third parties.
  • Make use of any information gained through employment at CNV for any purpose other than the discharge of official duties.

PRIVACY
CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principals (APPS) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.

NON-SMOKING POLICY
CNV has a no-smoking policy which prohibits smoking in all CNV’s buildings and vehicles.

EQUAL OPPORTUNITY
CNV offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

DIVERSITY
CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people living with disabilities and culturally and linguistically diverse backgrounds.