

Position Description

Administration Assistant



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| POSITION TITLE | Administration Assistant |
| CLASSIFICATION | Social, Community, Home Care and Disability Services Award 2010 – Level 2. Pay point dependent upon experience. |
| SALARY RANGE | \$61,097.92 – \$66,630.72 annually. Hourly rate \$30.92 to \$33.73. 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. |
| CONDITIONS | On-going role. Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. |
| WORK LOCATION | Office based in Bendigo. |
| TEAM | Programs & Services. |
| HOURS OF WORK | Part-time (0.8) EFT 30.4 hours per week. Normal hours of work are between 9am and 5.06pm Monday to Friday. Some additional out of hours work may be required. |
| ACCOUNTABILITY | Executive Assistant – Programs & Services |

Position Purpose

The Administration Assistant is a member of the Programs and Services team reporting to the Executive Assistant, Programs and Services.

The Administration Assistant works directly with the Programs and Services team on a day-to-day basis. The role provides a range of administrative support functions to the Programs and Services team in a high paced and dynamic environment.

Key Relationships

INTERNAL

- Leadership at CNV
- Staff at CNV

EXTERNAL

- Orange Door staff
- Sector organisations and stakeholders
- DFFH, FSV & other Government departments

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Key Accountabilities

| Key Result Area | Performance expectations |
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| Administrative Support | <ul style="list-style-type: none"> • Perform administration tasks as directed by the Executive Assistant; |
| | <ul style="list-style-type: none"> • Provide administrative support to the Programs and Services team; |
| | <ul style="list-style-type: none"> • Provide administration support to other streams as required. |
| | <ul style="list-style-type: none"> • Facilitate and support the Family Violence Flexible Support Package (FVFSP) administration process, in conjunction with the FVFSP Coordinator and Finance; |
| | <ul style="list-style-type: none"> • Maintain the data entry and balancing of the Acquittal for the FVFSP applications; |
| | <ul style="list-style-type: none"> • Support the administration processes for other brokerage and support funding as required; |
| | <ul style="list-style-type: none"> • Provide administration assistance to other areas of the organisation including Reception coverage when required; |
| | <ul style="list-style-type: none"> • Carry out other duties relating to general administration, as directed by the Executive Assistant, may include preparing correspondence, confidential documents, filing, data entry and scheduling of appointments. |

Competencies

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| Resilience | Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure. |
| Decisiveness | Uses available information and exercises good judgement to make sound, timely and well-informed decisions. |
| Negotiating | Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic. |
| Teamwork | 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. |
| Problem Solving | Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems. |
| Time Management | The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable. |

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| Ability to manage tasks | Set priorities and achieve positive outcomes within agreed timelines. |
| Interpersonal skills | The position requires the ability to gain cooperation and communicate with others. Written communication skills -prepare clear and accurate correspondence. |
| Attention to Detail | This position requires a high-level of accuracy and attention to detail. |
| Relationships | Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed. |
| Responsiveness | To changes implemented by CNV and Managers. |
| Judgement and Decision Making | The work has well-defined objectives with the method, process or equipment used selected from a range of available alternatives. Guidance and advice is usually available within the time available to make a choice. |
| 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. |
| Behaving with Integrity | Uphold and model the vision and values of CNV Treat people fairly and with respect, ability to work within a feminist framework. |

Key Selection Criteria

Applicants must address the Key Selection Criteria in writing to be considered for this position.

Mandatory

1. Well-developed administration experience;
2. Ability to track, priorities and complete own work within timeframes, whilst providing responsive, respectful and efficient support to the Programs & Services team;
3. Sound computer and keyboard skills, including a good knowledge of the Microsoft Office packages including excel and outlook;
4. Ability to process large volumes of data entry with accuracy and the ability to identify errors.
5. 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.
6. Ability to work within established guidelines and achieve high quality of work in a fast-paced environment whilst staying flexible and positive to changing demands.
7. An understanding of and support for the CNV's values and feminist philosophy of CNV.

Desirable

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- Experience working in the community sector.

Application Process

To apply for this role follow the process as outlined in the Application Process on the Careers page of our website <https://www.cnv.org.au/job-application-process>

Application close:

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

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website www.cnv.org.au

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email vacancies@cnv.org.au

Other Requirements

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| <p>Mandatory prior to commencement</p> | <ul style="list-style-type: none"> • 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 to drive CNV fleet vehicles. • All employee’s must meet all of the requirements of the Public Health Order for COVID-19 vaccinations. |
| <p>Commitment to CNV’s vision and philosophies</p> | <ul style="list-style-type: none"> • Act as an advocate for the highest standards of ethical and professional behaviour. • Strong commitment to CNV’s vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to that violence. |
| <p>Code of Ethics</p> | <ul style="list-style-type: none"> • 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. |

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| | <ul style="list-style-type: none"> • 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. |
| Equal Opportunity | <ul style="list-style-type: none"> • 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. |
| Occupational Health & Safety Requirements | <ul style="list-style-type: none"> • Perform all 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: <ul style="list-style-type: none"> ○ 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 behaviors such as harassment and bullying. |
| Risk Management | <ul style="list-style-type: none"> • Follow all CNV policies and procedures in relation to risk management. • 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. |
| Privacy | <ul style="list-style-type: none"> • CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (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. • Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training and supervision. |
| Use of Confidential Information | <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Not communicate confidential or private information to third parties. |

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| | <ul style="list-style-type: none">○ Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.○ Only access personal records, files and information to facilitate direct work. |
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Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.