

Position Description

Position Title:	Executive Assistant Client Services
Program	Client Services
Location:	Ballarat or Geelong. Travel to other locations will be required.
Reports To:	General Manager, Community Care
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 4</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation – Programs which enable individuals and families to participate within communities.
- Community Wellbeing – Programs which assist the wellbeing of families in contemporary society.
- Client Services and Development, including contract management – Coordination of contracts including CatholicCare Victoria Tasmania (CCVT), data integrity and reporting, Policy and Advocacy, Business and Service Development, Social Enterprise and other service development.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Position Summary

The Executive Assistant Client Services will provide support and report directly to General Manager, Family, Community Care. This position may support other members of the senior management team as required.

The key requirements of this role will include, however are not limited to: advanced administrative support to the General Managers and portfolio program management; diary and travel management; assisting with development of systems and processes to streamline program functions; assisting with program reporting requirements; administration of data base requirements; preparing correspondence; and other relevant duties appropriate to the position.

Travel will be required at times to support the administrative functions of the General Managers.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Program Support	<ul style="list-style-type: none"> • Assist with tender preparation including research and collation of required information. • Assist with program reporting requirements including monitoring of report schedules, data collection and formulation of reports. • Administer the various data base access and updates. • Assist with program planning and development needs. • Assist with project work. • Prepare and respond to correspondence on behalf of management. • Liaise with program managers and team members as required. • In liaison with program managers develop and implement systems and processes aimed at streamlining programmatic functions. • Maintain and administer Outcomes STAR access and reporting requirements. • Administer and produce Penelope Client Management System reports and associated Tableau reports. • Administer the production of Service Delivery Tracking reporting internally and including the completion and lodgement of the external Department of Health and Department of Families, Fairness and Housing Service Tracking requirements. • Maintain and administer the CatholicCare Victoria Vulnerable Clients Register updates and reporting requirements.
Administrative Support	<ul style="list-style-type: none"> • Assist and support General Managers, Client Services, and program managers with high level administrative tasks such as preparing correspondence, report collation, data entry, archiving and filing. • Perform email and diary management for the General Managers, Client Services. • Draft and prepare written information and correspondence as required. • Organise meetings including teleconference calls and technology platform meetings, and associated tasks such as preparation of agendas, minutes and distribution, follow up on action items and related correspondence. • Organise conferences, meetings and program functions including venues, facilities and catering requirements. • Accommodation and travel bookings as required. • Process credit card transactions and invoices. • Maintain accurate and efficient information and filing systems for program requirements.

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The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the close direction of General Manager, Community Care.

Position/s Reporting to Position:

Not applicable.

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the General Manager (or other person's acting with the General Manager's authority).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

Works under direction from the General Managers, Client Services, with supervisory and task prioritisation by the General Manager, Community Care and works cooperatively with all employees and leadership staff across CatholicCare Victoria.

External Relationships:

A range of stakeholders of the CatholicCare Victoria Community Wellbeing, Community Participation, Community Care and CatholicCare Victoria Tasmania & Business & Services Development portfolios, including collaborating services, business contacts, funding bodies and Federal, State and Local Government.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

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The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Demonstrated experience in an advanced administrative role.
2. Excellent organisational and administrative skills, including an ability to prioritise workload, meet deadlines, pay attention to detail, and manage a varied workload in a busy environment

Experience

3. Experience in project and/or program administrative functions.
4. Experience in email and diary management functions.
5. Experience in the organisation and preparation of meetings including preparing agendas, minute taking and actioning items.

Knowledge, Skills and Attributes

6. High level competency in using a range of information and communications technology, including Microsoft Office suite and windows operating environment, with advanced Excel and PowerPoint operating knowledge and data entry skills.
7. Highly developed interpersonal, verbal and written communication skills.
8. High level of initiative and ability to work autonomously.
9. Ability to build strong networks and relationships with people at all levels.

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Child Safety

10. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.
11. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
12. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- NDIS Screening (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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