The Sexual Assault & Family Violence Centre

THE SEXUAL ASSAULT AND FAMILY VIOLENCE CENTRE
POSITION DESCRIPTION

Title	Administration Officer
Employment Type	Part Time 0.8 FTE
Reports to	Executive Manager, Corporate Services
Work Location	Geelong
Date of review	April 2021

ABOUT THE SAFV CENTRE

Operating across the Barwon, West Melbourne and Wimmera areas of Victoria, The Sexual Assault & Family Violence (SAFV) Centre offers a full suite of services for people impacted by sexual assault and women and children impacted by family violence. Our services include:

- 24-hour crisis care for victims of recent sexual assault and family violence, including advocacy and access to medical care and justice services;
- Intensive case management and court support for women and children who have or are experiencing family violence;
- therapeutic counselling and group programs for women and children who have experienced family violence; and adults, young people and children who have experienced sexual assault (including support for non-offending family members and friends);
- access to high security crisis accommodation for women and their children assessed as being at high risk of further harm; and
- early intervention services for children and young people under the age of 17 years who have engaged in problematic or abusive sexualised behaviours, and young people engaging in family violence behaviours.

Our organisation also delivers professional training and community awareness activities and we participate in a range of prevention activities to promote gender equality and negate violence supportive attitudes and cultures.

Our services are informed by feminist philosophy and we provide empowering, respectful and inclusive services. Our organisation's practice approach is shaped by contemporary research and evidence that highlights what is most effective when working with people who have been impacted by the trauma of sexual assault and family violence.

Our services also exist within the broader context of the Barwon Multi-Disciplinary Centre (MDC), a highly successful model of co-location between our organisation, Victoria Police Sexual Offences and Child Abuse Investigation Team (SOCIT) and the Family Violence Police Unit and staff from the Department of Families, Fairness and Housing Child Protection practitioners. In this specialised model, partner organisations work together to support adult and child victims from first disclosure of sexual assault or family violence to investigation and criminal prosecution. As a key partner, our organisation provides a highly specialised response for people who are impacted by the trauma of sexual assault and family violence within an integrated and seamless environment.

In addition, our organisation is a partner in the Barwon Support and Safety Hub (The Orange Door). The Orange Door includes a collaboration of staff employed by Family Safety Victoria and staff from Community Support Organisations in the Barwon area, including The SAFV Centre. By bringing together different workforces and practices, the Orange Door will create an integrated team and consolidated access point to create a new way of support for:

- women, children, young people and families experiencing family violence;
- perpetrators of family violence; and
- families in need of support with the care, development and well-being of children.

ROLE PURPOSE AND ACCOUNTABILITY

POSITION OVERVIEW

To assist in the provision of quality reception services and administrative tasks to support the efficient and effective delivery of The SAFV Centre services.

To contribute as an effective team member in the delivery of quality client services, and work collaboratively with all staff.

This role reports to the Executive Manager Corporate Services, is part of the Administration Team and broader Corporate Services team.

1. POSITION REQUIREMENTS

This position is primarily responsible to;

Direct Service

1.1 Provide a professional, courteous and responsive first point of contact for clients and others accessing the service. Warmly welcome clients and other visitors, determining their needs, and ensuring that these are met in an efficient and friendly manner.

1.2 Promptly attend to incoming telephone calls, professionally manage the information provided by clients to reduce the need to retell information and redirect client calls to the appropriate staff member.

1.3 Manage onsite attendance procedures for visitors.

1.4 Maintain the reception/waiting areas in a tidy and neat manner and ensure that all information/material is current and appropriate.

1.5 Oversee bookings of client and meeting rooms.

1.6 As directed, assist with the recording, and storage of client information.

Organisational responsibilities

2 Operate as part of the administrative team to meet operational and strategic goals and ensure clients and staff are the primary focus of the administration service and are provided with accurate information, in an adequate timeframe and quality assistance.

2 Actively participate in meetings, training, professional development and supervision.

2.1 Maintain filing and resource systems and processes.

2.2 Manage office/stationery supplies.

2.3 Co-ordinate maintenance of motor vehicles and office equipment in accordance with policy and procedures.

2.4 Participate in the continuous quality improvement of the SAFV Centre and the development of best practice.

2. KEY SELECTION CRITERIA

Your application must address the following:

Essential Qualifications and Experience

2.1 Demonstrated organisational ability and initiative, including often working with competing demands.

2.2 Have a minimum of 2 years experience in a similar role including reception and office administration.

Essential Skills and Knowledge

The successful applicant will have:

2.3 Excellent communication skills and demonstrated experience working as first point of contact, in a warm and professional manner to encourage engagement.

2.4 Proficiency in computer skills, including use of programs such as Microsoft Office, Microsoft Teams, Health Direct with ability to trouble shoot basic IT issues.

2.5 Excellent organisational and time management skills including high level attention to detail, ability to multi-task, accuracy and prioritisation.

2.6 Proven ability to work autonomously and within a team environment.

2.7 An interest in the development of information and promotional materials.

2.8 Initiative and openness to feedback with the ability to actively engage in continuous quality improvement strategies and developmental areas.

2.9 Ability to work in a changing environment.

Other

- Commitment to the vision, values and purposes of The SAFV Centre.
- Current Victorian Driver's Licence.

Referees

Applicants must provide the name and current contact details of 3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is ongoing, dependent on the continuation of funding to the service.

Hours of Work

- The position is part-time 0.8 FTE (Monday, Wednesday, Thursday and Friday)
- Hours will usually be worked during business hours of 9.00 am to 5.06 pm. between Monday to Friday;
- Flexibility in working hours will be required, as the need arises.

Salary and Conditions
Annual salary will be paid in accordance with the current industrial instrument, The Sexual Assault & Family Violence Centre Enterprise Agreement 2018, and classified as a Business Services Administration and Support Services Employee Level 2. Annual salary is $69,112.16 plus superannuation (pro rata for part time).

Salary Packaging: Provided via Maxxia. PBI status with other expenses available to package above this cap. The Sexual Assault & Family Violence Centre is a Public Benevolent Institution.

Superannuation: The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.

Probationary Period - 6 months with a review conducted during this time.

Employee Responsibility – Mandatory prior to commencement

Employee expense:

- Valid Working with Children Check
- National Police Records Check – renewed every 3 years of employment at employee expense

Other
This position description is subject to review and may change in accordance with the needs of our organisation; including our operations, our clients and our stakeholders.