



Victorian Aboriginal Community Controlled Health Organisation Inc (VACCHO)

Position Description

Title:	Administration and Customer Service
Unit:	Sustainability and Business
Reports to:	Director, Sustainability and Business
Salary:	\$50,000 - \$55,000 per annum, plus superannuation VACCHO offers attractive salary packaging options
Time fraction:	Maximum term, 12 months
Employment status:	Full-time
Location:	17 – 23 Sackville Street Collingwood 3066

VACCHO was established in 1996 and is the Peak body for Aboriginal Health in Victoria representing Aboriginal Health Services (VACCHO Member Organisations) throughout Victoria. Each member is an Aboriginal Community Controlled Health Organisation delivering primary health services to their local community. Our role is to advocate, educate and promote the philosophy of community control and to develop policy and strategies which promote Aboriginal Health Rights, Community Control and physical, spiritual and emotional wellbeing.

VACCHO Strategic Goals

- Aboriginal Cultural Qualities
- Quality Workforce
- Quality Services
- Quality Infrastructure
- Quality policy development and advocacy
- Quality Partnership & Networks

Unit Overview

The Sustainability and Business Unit aims to support the sustainability of the Aboriginal Community Controlled sector in Victoria through the following mechanisms:

- Strengthening the organisational capacity of member organisations,
- Development of resources to support organisational capacity and good business systems,
- Facilitation and delivery of Aboriginal health training packages to agencies providing health services to Aboriginal people to ensure culturally appropriate health provision to Aboriginal people,
- Provide fee-for-service cultural supervision services for non-Aboriginal organisations,

- Further the business opportunities offered by broadening the scope of the VACCHO cultural safety program,
- Make health service providers more accessible for Aboriginal and Torres Strait Islander people by creating culturally safe and culturally friendly environments,
- Business development of VACCHO member organisations including opportunities for shared procurement and partnerships,
- Develop VACCHO's capacity to build an economically sustainable business model which identifies revenue raising opportunities separate to the traditional internal revenue sources.

Role Overview

The primary purpose of this position is to coordinate the administration and customer service of the SBU's short courses, fee-for-service products and internal sales.

Key Responsibilities:

1. Assist the cultural safety program in conducting regular marketing analysis to identify any emerging trends arising in the current market relevant to VACCHO's social enterprise development.
2. Liaise and work with various stakeholders such as customers, suppliers, employees, contractors and senior management to provide customer service and grow the business. Network on a regular basis with these stakeholders to explore new ideas and initiatives. Source and identify potential external business opportunities that enables VACCHO to tap into business advice
3. Market cultural safety program products and short courses to targeted audiences and where possible identify new fee-for-service opportunities the unit can tap into. Ensure records are kept in a register for all sales, bookings and expressions of interest that come into the SBU, as outlined in the Unit's procedures. This may include undertaking research, writing, designing and coordinating content for new communications, materials, publications and online mediums
4. Coordinate short course training enquiries and bookings including, but not limited to, events registrations, quotations and invoicing, venue and accommodation bookings, pre and post training logistics (pre-workshop activities, ordering catering, printing resources and certificates, venue bookings and room set up, seeking facilitators availability)
5. Undertake administrative and records keeping processes in line with VACCHO and the cultural safety program procedures, including filing and records management functions.
6. Undertake other duties which are appropriate to the level of the position, as directed by the Team Leader and Director to meet unit objectives.

Key Standards Required Within VACCHO

OHS

VACCHO requires all employees to comply with the *Victorian Occupational Health and Safety Act 2004* and all the rules, regulations and relevant Codes of Practice. VACCHO is a Smoke Free Workplace.

Equal Employment Opportunity

VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait Islander people to apply. Selection will be based on assessing an employee's future capabilities

alongside the skills, knowledge, past performance and other personal qualities relevant to the initial work assignment.

Quality

VACCHO has adopted the ISO 9001 quality improvement standard as its accreditation benchmark and is committed to maintaining ISO 9001 accreditation as its benchmark for quality systems.

All Employees are required to participate in the continuous improvement at VACCHO and are required to understand and perform their responsibilities in relation to quality in their daily work and to ensure compliance with statutory and quality related requirements.

Statement of Principles, Values and Ethics

All employees are expected to adhere to VACCHO's principles, values and ethics

- Respect
- Accountability
- Honesty
- Integrity

Other Employment Related Information

- All Employees are required to have a National Police Records Check.for employment
- A Victorian Drivers Licence is required
- Travel is a requirement of this position

Key Selection Criteria:

Essential Skills and Experience

- Demonstrated understanding and commitment to Victorian Aboriginal culture and the concept and practice of Aboriginal community control.
- Demonstrated ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways.
- Previous experience in an administration role, preferably within event management, including co-ordinating short courses, events, meetings and catering and providing support to staff.
- Knowledge and understanding of what cultural safety is and how it is defined and applied in practice across service delivery to Aboriginal peoples.
- Highly developed written communication skills, with proven ability to prepare a range of documents including emails, reports, and general correspondence
- Excellent interpersonal and communication skills to liaise effectively with a wide range of people at all levels. An ability to develop and maintain effective working relationships, characterised by co-operation, trust and mutual respect.
- Self-motivated and demonstrated ability working independently with minimal supervision, and as an effective team member, promoting cooperation and commitment to achieve goals and deliverables

