



Position Description

Title:	Administrative Support Officer
Unit:	Education & Training Unit
Reports to:	Manager, Cultural Safety Training
Salary:	\$50,000 - \$55,000 per annum, plus superannuation VACCHO offers attractive salary packaging options
Time fraction:	Ongoing
Employment status:	Full-time Aboriginal and/or Torres Strait Islander identified position
Location:	17 – 23 Sackville Street Collingwood 3066

Organisational Overview

VACCHO is Victoria's peak representative Aboriginal health body and champions community control and health equality for Aboriginal communities. We are a centre of expertise, policy advice, training, innovation and leadership in Aboriginal health. VACCHO advocates for the health equality and optimum health of all Aboriginal people in Victoria.

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Unit Overview

VACCHO's Education and Training Unit (ETU) is responsible for maintaining VACCHO as a Registered Training Organisation.

ETU plays a key role in achieving the short and long-term goals of the VACCHO membership and the development of a highly skilled Aboriginal Health Workforce and Aboriginal Community Controlled Health sector in Victoria.

VACCHO's ETU commitment is to building on individual and community knowledge that values Aboriginal culture and contributes to community self-determination.

Role Overview

The primary purpose of this position is to coordinate the administration and customer service of the Cultural Safety Training (CST) team's short courses, fee-for-service products and internal sales.

Key Responsibilities:

1. Undertake all administrative support duties for the CST team and maintain strong communication lines with CST Manager and team regarding all relevant information and updates.
2. Liaise and work with various stakeholders such as customers, suppliers, employees, contractors and senior management to provide customer service and maintain existing relationships.
3. Promote CST services at any relevant and appropriate opportunity in line with VACCHO's Code of Conduct.
4. Manage and coordinate all in-coming correspondence (enquiries, bookings etc) in relation to CST and any related packages delivered by the team.
5. Ensure all CST related records and data is accurately and efficiently entered and maintained, in line with VACCHO and CST program workflow and procedures.
6. Manage training registrations and training logistics, including but not limited to: catering arrangements, printing and managing resources and certificates, venue bookings and training room set up.
7. Generate quotes, purchase orders and invoices for all CST related services using relevant CST templates and procedures, with accuracy and attention to detail.
8. Where necessary and appropriate, proactively create and manage new processes and procedures, in relation to your role, that enable the effective and efficient administrative support for the CST Team.
9. Undertake other duties appropriate to the level of the position, as directed by the CST Manager to meet unit objectives.

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Compliance with VACCHO Standards

- VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait to apply for all positions advertised (*Equal Opportunity Act 2010*)
- VACCHO requires all employees to comply with all work health and safety rules, regulations and relevant Codes of Practice (*Victorian Occupational Health and Safety Act 2004*)
- VACCHO is accredited and requires employees to understand the requirements of quality systems and continuous improvement (*ISO 9001*)
- VACCHO requires employees to adhere to a *Code of Conduct*, including commitment to confidentiality and conflict of interest declarations

Other Employment Related Information

- A National Police Records Check is required as a condition of employment.
- A current Working with Children Check is requirement of this role
- A current Victorian Drivers Licence is a requirement of this role
- Regular travel within Victoria is a requirement of this role

Key Selection Criteria:

This is an Aboriginal Designated Position, classified under 'special measures' of section 12 of the Equal Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible to apply.

- Demonstrated understanding of, and commitment to Victorian Aboriginal culture and a commitment to the concept and practice of Aboriginal community control and self-determination.
- Demonstrated understanding of historical and contemporary issues that affect Aboriginal and Torres Strait Islander people in Australian society.
- Demonstrated understanding of and ability to work with Aboriginal organisations, communities, and individuals.
- Ability to demonstrate an understanding of cultural awareness, cultural safety, cultural respect, sensitivity and respect of issues as it relates to Aboriginal communities and individuals.
- Highly developed communication skills, with proven ability to prepare a range of documents including emails, reports, and general correspondence.
- Excellent interpersonal 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.

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- Proficiency in Microsoft Office Word and Excel, well developed word processing skills, accuracy and high attention to detail.
- Demonstrated capacity to manage sensitive information, maintain confidentiality and impartiality at all times.

Desirable Skills and Experience

- Certificate III in Business Administration or equivalent.

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