



Victorian Aboriginal Community Controlled Health Organisation Inc (VACCHO)

Position Description

Title:	Administration and Customer Service
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
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.

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 Team's short courses, fee-for-service products and internal sales.

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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 Cultural Safety Team, as outlined in the 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 Manager and Director to meet unit objectives.

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

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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:

- 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
- Proficiency in Microsoft Office programs, well developed word processing skills, accuracy and high attention to detail. Knowledge and experience in Desktop Publishing is an advantage.
- Demonstrated capacity to manage sensitive information, maintain confidentiality and impartiality at all times.

Desirable Skills and Experience

- Identifies as Aboriginal and/or Torres Strait Islander
- Certificate III in Business Administration or equivalent or a willingness to undertake training to the above qualifications and to participate in a mentoring or supervision process

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