



POSITION DESCRIPTION

Position Summary	
Role Title	Corporate Services Officer
Reports to	Deputy Chief Executive Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification	Level 5
Employment	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Contract <input type="checkbox"/>
Location	Lakes Entrance - with travel required across YWAHS catchment area

Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural

Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world. • YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities. • We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

Our principles and values

SELF DETERMINATION A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

FREE FROM VIOLENCE Everyone has the right to live free from family violence and the fear of family violence.

CULTURAL RESPECT Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

HOLISTIC APPROACH Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

INTEGRITY, TRUST and HONESTY in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental, and modelling ethical behaviour and practice.

ACCOUNTABILITY and PROFESSIONALISM Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

COLLABORATIVE RELATIONSHIPS with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

KINDNESS, COMPASSION, COURTESY and DIGNITY in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.



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Reporting to the Business Operations Manager you will provide assistance to the CEO, Deputy CEO and the Executive Management Team members, with a priority on providing secretariat support to the CEO and Board.

In addition to general administrative work, you will be responsible for the co-ordination of meetings, taking minutes, maintaining databases, and producing reports and presentations for the Executive Team. Providing support within a busy and demanding environment as part of a multi-disciplinary team.

You will also undertake project work that supports the EMT and the continuous improvement of systems and processes across YWAHS.

Key Accountabilities

General Executive Support

- Provide high level executive support to the Chief Executive Officer (CEO), the Deputy Chief Executive Officer (Deputy CEO) and the Executive Management Team (EMT) to always ensure the smooth running of the office of the CEO, Deputy CEO and the Executive Team. This includes activities such as:
 - Assist with the development of systems which provide consistency and streamline administrative functions throughout the organisation
 - Organise travel and associated arrangements for Executives and Board Members
 - Develop reports and presentations
 - Attend and take minutes as required including the preparation of action trackers etc.
 - Liaise with external vendors to provide support e.g. IT
 - When required, act as a contact point for external stakeholders
 - Always manage confidential and sensitive documentation ensuring appropriate levels of confidentiality are met
- Board Reporting - Co-ordinate the preparation of Board Reports for timely delivery, attend the Board Meetings (where required) to take minutes.

General Business Operations Support

- Provide support to the CEO and Deputy CEO with tasks as required
- Diary Management
- Meeting Coordination
- Responding to Correspondence
- Provide support to HR/Payroll Co-ordinator as required
- Assist with event planning and coordination

Project Support

- Undertake special projects to further the advancement of the Healing Service objectives as directed and aligned with strategic and operational objectives
- Actively participate in YWAHS working groups (as required)

Performance and Development

- Manage own learning and professional development; Actively take responsibility for maintaining professional knowledge and skills as agreed
- Participate in the YWAHS professional development activities, regular supervision and the organisation's performance review process
- Contribute to the development and implementation of YWAHS organisational plans



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Other employee requirements

Quality and Risk Management

Actively participate and incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with YWAHS policies.

Workplace Health and Safety (WH&S)

- Ensure a safe working environment is maintained for all YWAHS staff and clients.
- Ensure all WH&S processes and procedures are adhered to.
- Ensure all safety signage is in full view and in a language that is clear and precise.
- Ensure risk assessments are completed and authorised prior to the commencement of activities.

Cultural Diversity

Actively participate in a continuous process of developing cultural competence by broadening knowledge of and respect for diverse individuals and communities, with particular emphasis on the Wellington and East Gippsland demographic.

Teamwork

Work proactively with all members of the YWAHS Team in supporting the organisations aspirations and its strategic aims.

Other

May be required to perform other duties not specified within this document but commensurate with their classification, experience, and skills.

Required knowledge and skills (key selection criteria)

Education & Experience

- Relevant qualifications in business administration, communications, or related field
- Experience as an executive assistant in a dynamic environment, ideally a not-for-profit
- Experience dealing with a diverse range of stakeholders across a multi-disciplinary environment

Essential knowledge and skills

- Well-developed organisational skills including time management and ability to prioritise competing tasks from multiple stakeholders
- Excellent level of computer literacy including proficiency in all MS Office software, email and internet usage, and client databases
- Possess excellent communication skills
- Demonstrated flexibility and willingness to work both independently and effectively as part of a multi-disciplinary team.
- Ability to take initiative
- Demonstrated understanding of confidentiality in a service provision organisation.
- Knowledge of local Aboriginal culture and understanding of issues impacting on the health and well-being of the local Aboriginal community



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- Current satisfactory National Police check •
- Valid Working with Children check (WWC) •
- Current Victorian Drivers Licence
- Travel between sites will be required •
- COVID Vaccination (3 doses)



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Job Demands Checklist

YWAHS endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency Definitions

I	Infrequent	Activity required occasionally, not necessarily all shifts
O	Occasional	Activity required occasionally, not necessarily all shifts
F	Frequent	Activity required most shifts, up to 50% of the time
C	Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A	Not applicable	Activity not performed

Normal workplace aspects of the role		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				X	
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks			X		
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying		X			
Lifting/Carrying	Moderate lifting and carrying - e.g. trolleys, tubs, car seats, shade structures, eskies. Lifting/moving tubs of materials & equipment in/out of cars and from store to activity rooms for activities.		X			
Lifting/Carrying	Assisted lifting (lifting with assistance from another person) – e.g. shade structures, eskies	X				
Lifting/Carrying	Level of fitness required for physical activities such as moving trailer and attaching and detaching from vehicle					X
Driving	Driving to and from activities across the region and transporting equipment and passengers	X				
Climbing	Ascending and descending ladders					X
Pushing/ Pulling	E.g. Moving trailer and attaching and detaching from vehicle.					X
Repetitive	Use of keyboard, typing, entering data etc.		X			

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

XX

Employee signature Employee name (Printed) Date:

