

# Wyndham Community and Education Centre Inc

## Job Description

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### Employment Program Support Officer – Job Description

#### General Information

Incumbent:	New position
Classification:	Social, Community, Home Care and Disability Services Industry Award. (SCHCADS) Schedule B – Social and Community Services Employees, Level 4.1
Reports to:	Employment Coordinator
Hours:	38 hours per week
Core hours:	9am-5:06 pm, Mon – Friday
Duration:	Ongoing (subject to funding)

#### Position objective

Reporting to the Employment Coordinator, the Employment Program Support Officer is responsible for providing administrative support to the Employment Coordinator for Projects Services Unit (PSU) employment projects

To fulfil this role the Employment Program Support Officer works closely with the Employment Coordinator and other relevant members of the PSU.

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### **Duties & responsibilities**

#### *1 Program delivery & expertise*

Work in close collaboration with the Employment Coordinator to:

- 1.1 Develop and monitor appropriate use of administration systems and procedures
- 1.2 Train and support PSU staff in the use of administration systems and procedures
- 1.3 Process program registrations and maintain program spreadsheets and stakeholder and supplier lists
- 1.4 Provide administrative support for event set up and activities
- 1.5 Create meeting agendas and record minutes

#### *2 Client support*

- 2.1 Provide support in resume, cover letter and job application development and modification
- 2.2 General administration support, such as client calls and program diary management, as required

#### *3 Marketing and promotion*

- 3.1 Assist in the development of program presentations and marketing flyers
- 3.2 Prepare PowerPoint and marketing flyers for specific projects
- 3.3 Develop and implement marketing strategies through virtual and online platforms to promote employment projects
- 3.4 Develop an understanding of projects to be able to communicate with internal departments and external agencies around program objectives and eligibility requirement

#### *4 Organisational planning*

- 4.1 Participation in the planning and review of projects when required
- 4.2 Participation in staff meetings, and policy and organisational development activities
- 4.3 Attend Project Services Unit and additional internal meetings as required

#### *5 Relationships*

- 5.1 Maintain co-operative working relationships with other members of the PSU team, other Wyndham CEC staff and stakeholders
- 5.2 Liaise closely with the Finance team to oversee financial administrative systems and processes

#### *6 Reporting*

- 6.1 Compile data for reporting purpose
- 6.2 Maintain employer and client records aligned with organisational privacy policies
- 6.3 Ensure information for program audits and archiving is prepared in a timely manner
- 6.4 Record service performance information, including a target/actual caseload spreadsheet, and ensure data bases are updated

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### 7 *Risk and Compliance*

- 7.1 Meet administrative, reporting requirements and funding contract guidelines
- 7.2 Ensure compliance with Wyndham CEC Policies and Procedures
- 7.3 Report to the Employment Coordinator any identified risks or issues to enable timely responses
- 7.4 Provide services free from any sexual harassment and any unlawful discrimination that contravenes the:
  - Commonwealth Racial Discrimination Act 1975
  - Commonwealth Sex Discrimination Act 1984
  - Disability Discrimination Act 1992
- 7.5 Provide services in compliance with relevant sections of the:
  - Privacy Act 1988
  - Crimes Act 1914
  - Freedom of Information Act 1982

### 8 *Other requirements*

- 8.1 Take on other duties consistent with the position as required by the Employment Coordinator

#### **Important notes**

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the purposes of Wyndham CEC as stated in its Constitution and Mission and Vision statements.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria introduced compulsory minimum standards that apply to Wyndham CEC from 1/1/2016 to help protect children from all forms of abuse. The Child Safe Standards form part of the Victorian Government's response to the Betrayal of Trust Inquiry. Wyndham CEC has a commitment to child safety and zero tolerance of child abuse.

#### **Key Selection Criteria**

The person for this position will be assessed against the following Key Selection Criteria:

- Strong time management, organisational, administration and diary management skills
- Strong report writing, verbal communication and computer Microsoft Office skills
- Demonstrated experience in the delivery of programs that reflect an understanding and commitment to working within a community environment
- Proven track record in establishment and implementation of daily administrative systems
- Experience in ensuring project objectives are met, adapting resource allocations to cope with contingencies while recognising risks and effectively dealing with them
- Experience in customer service and providing a first point of contact for referrals

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### Qualifications

- Relevant qualification or experience e.g., Business / Administration / Human resources/ Employment services
- Working with Children Check
- Police Check