



Mallee Sexual Assault Unit – Mallee Domestic Violence Services

POSITION DESCRIPTION: Executive Support Officer

Our Values:	Our values reflect the way we interact, connect and work with clients, partner agencies and with one another. • We put your safety and wellbeing at the centre of everything we do. • We respect the dignity and autonomy of each person. • We are trustworthy, ethical and transparent. • We advocate and act with courage to address inequity and shape a better future. • We communicate and collaborate to achieve shared goals. • We learn, innovate and embrace change to achieve outcomes that matter.
Our vision:	Futures free from sexual and family violence.
About us:	Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Service (MDVS) is a not-for-profit community organisation that provides family, domestic and sexual violence services and advocacy to support everyone in the Mallee region to be safe. Funded primarily by the Victorian Department of Families, Fairness and Housing, we deliver a range of programs focused on prevention, safety, connection and healing. Our programs span from crisis care to therapeutic services providing specialist support for victim survivors of sexual or family violence from first contact through to recovery. We are committed to: • Ensuring victim survivors of family violence are safe and those who use violence are held accountable. • Welcoming and supporting people of all backgrounds, ethnicities, cultures, ages, gender identities, sexual orientations, and abilities. • Recognising children as victim survivors of family violence in their own right, and being a child safe organisation • Providing seamless integration of care between providers to ensure best possible outcomes and experience for clients • Providing specialist care that is trauma informed, strengths based, and evidence informed The Mallee Sexual Assault Unit - Mallee Domestic Violence Services provides services to victim survivors of sexual assault and domestic and or family violence. The components of the service consist of crisis care, counselling services, advocacy, community education, outreach support, information, and referral services. The service is non-discriminatory, providing equity of access to all victim survivors and significant others of sexual assault and domestic and or family violence. In the Northern Mallee region, centre-based sexual assault and family violence services are provided in Mildura (24-hour response). Services are also provided flexibly and on-demand in Robinvale, Ouyen, Mallee Track, Dareton, and Wentworth. In the Southern Mallee, centre-based sexual assault and family violence services are provided in Swan Hill (24-hour response). Services are also provided flexibly and on-demand in Kerang, Cohuna, Sea Lake, Wycheproof, Balranald, and other towns throughout the Buloke and Gannawarra Shire.



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Position Title	Executive Support Officer
Position number	
Program	Office of the CEO
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 – Level 4
Salary range	\$92,279 - \$99,294 per annum (Pro-rata)
Location	Mildura
Employment status	Part-time - Ongoing
Hours per week	4.5 – 5 hours per day (22.5 – 25 hours per week spread over 5 days)
Reporting Manager	Chief Executive Officer
Other Key Relationships	Executive Management Team, Executive Assistant to the CEO, Board of Directors, Public Relations and Communications Coordinator
Position Objectives	Reporting to the Chief Executive Officer (CEO), the Executive Support Officer (ESO) will provide sophisticated, executive-level support to the CEO, Executive Management team and the Board of Directors. The position will drive collaboration and effective communication within the dynamic environment of our mission driven organisation and will play a critical part in supporting Executive Managers and the CEO to achieve their leadership and governance responsibilities and the organisations strategic objectives. In this role, the Executive Support Officer: • exercises a high level of initiative, resourcefulness, discretion and confidentiality. • is focused on making time, information and decision processes as effective as possible • anticipates problems and is especially sensitive to issues that require diplomacy. The position is expected to: • Be a role model for values-based communication and engagement • Maintain a focus on the organisation's strategic priorities • Know and value our people and our work • Contribute to a health promoting work environment.
Key responsibilities	Communication and Engagement



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	• Provide a positive first point of contact for internal & external stakeholders in a courteous & professional manner with strict adherence to the organisation's confidentiality policy • Reflect MSAU-MDVS vision & values in all communication with staff, Executive Managers, Board Directors, external stakeholders and the community • Coordinate timely and pro-active communication between Executive Managers and the Office of the CEO to ensure all members of the Executive Leadership Team are well briefed and prepared for meetings and events. • Liaise with the Office of the CEO and the Public Relations and Communications Coordinator to ensure coordinated approaches to: • Maintaining up-to-date service directories & distribution lists for communication with staff groups, committees, consumer networks, government departments, & agency networks, • Preparation of material for submissions and tenders, annual reports, media statements & newsletters generated by Executive Managers. • Ensure timely and appropriate input from Executive Managers to publications, media coverage and public events. Meeting Coordination Coordinate virtual or face to face meetings, forums, workshops or events convened by Executive Managers. This will include: • Organising meeting invitations and distribution of meeting agendas and papers. • Preparing meeting rooms, arranging catering and providing real-time technology support during meetings • Attend meetings to take minutes for review and distribution. • Preparing, distributing and electronically filing minutes and papers of meetings, forums and workshops chaired by Executive Managers, and tracking follow-up actions from those meetings. Project Support Provide administrative support to projects initiated and managed by Executive Managers including: • Preparation of minutes and papers for Project Control Groups or Project teams • Effective scheduling, communication, report generation and record management • Monitoring project workplans and timelines, anticipating and preparing for key project milestones. • Ensure prompt response & processing of all project related correspondence, timely authorisations of contractual agreements, submission of financial and activity reports, and processing of invoices and other business transactions generated or authorised in accordance with the Instrument of Delegation.
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	• Maintain effective electronic & paper-based systems for recording, filing, storage & retrieval of meeting papers, project plans and correspondence, documents & reports. Maintain the Operational Policy Register Work closely with the Office of the CEO and Executive Managers to: • Ensure consistent implementation of the organisations Operational Policy Framework across the policy lifecycle • Implement a revised structure for the organisations on-line policy register • Monitor effective document control processes to ensure that new policies are uploaded to the register once approved, and policies are archived as they are revised or rescinded. • Liaise with the Learning and Development Co-ordinator to organise timely distribution and education about new or revised policies. Record Management • Maintain effective electronic & paper-based systems for recording, filing, storage & retrieval of meeting papers, project plans and correspondence, documents & reports • Manage records lifecycle activities in line with procedures and standards. • Contribute to policy and procedure development aligned with best practice. • Partner with stakeholders across the organisation to uplift information management practices and capability • Ensure compliance with corporate policies, governance standards and statutory requirements Smooth functioning of the Office of the CEO • Provide relief cover to the Executive Assistant to the CEO during periods of leave, including preparing minutes and papers for meetings of the Board and Board committees. • Assist Executive Managers with processing of travel, accommodation and conference bookings and processing of invoices and payments. • Assist the EA to the CEO with the annual records archiving process • Assist the Public Relations and Communications Coordinator with preparation of Executive Manager reports and material for the annual report and maintenance of a centralised photo library.
Key Selection Criteria	• A tertiary qualification in business administration or a related discipline, OR a minimum three years of relevant work experience in providing executive level administrative support within a medium to large complex organisation. • Demonstrated ability to handle sensitive & confidential information, with professionalism, discretion and sound appropriate judgment. • Excellent interpersonal skills that demonstrate an ability to build & maintain strong, effective professional working relationships.



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	• Excellent written and verbal communication skills with a high level of attention to detail. • Demonstrated ability to accurately record meeting minutes at Board and Executive level using analysis & judgement. • Advanced proficiency in the use of the Microsoft suite of products, a range of databases, electronic document management systems and corporate records systems. • Strong organisational and problem-solving skills, with the ability to prioritise and manage competing demands, escalate where required, anticipate needs & forward plan. • Strong understanding of records management principles, governance, and relevant legislation. • Commitment to continuous improvement, collaboration & a positive approach to change
Specialist expertise/experience	• Experience in the not-for-profit sector and understanding of sexual and family violence service delivery would be an advantage but not essential. • Familiarity with community service networks in the Mallee Region would be an advantage
Pre-employment checks	All appointments require: • Reference checks • National criminal records check (Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search) • Pre-employment misconduct screening • Working with Children Check both for Victoria and New South Wales • Current Driver's Licence • Evidence of the Right to Work in Australia.
Cultural safety in the workplace	MSAU-MDVS recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how Mallee Sexual Assault Unit, Mallee Domestic Violence Services can provide for and engage with Indigenous clients and communities more effectively. MSAU-MDVS also recognises and supports the role of all staff in providing a culturally safe work environment and ensuring culturally safe professional practice.
Conditions of Employment	Salary and conditions are in accordance the SCHADS AWARD 2010. Salary Packaging is offered with this position. Monthly RDO accrual for full time employees based on their 40-hour working week.



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	All offers of employment are subject to a satisfactory Criminal History Check, Working with Children's Check NSW & Vic and current Driver's Licence. All offers of employment with Mallee Sexual Assault Unit - Mallee Domestic Violence Services are subject to a six-month probationary period. All staff members will be asked to participate in an Annual Performance Review. Pre-existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.
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Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____