



POSITION DESCRIPTION August 2018

Position	Communications Assistant
Program Stream	Strategy, Advocacy and Community Engagement
Exemption	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
Reports to	Communications Manager
EA 2017 Classification	Level 3
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice.

We do this through two complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children experiencing family violence including court support, crisis housing and case management.

We also provide services designed to promote healing and recovery, such as children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources, and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The communications assistant reports to the communications manager and also works closely with the communications coordinator. This role is responsible for supporting the communications team to implement Women's Health West's external communications and advocacy strategy and internal communications plan. This role will undertake timely, accurate, well-organised administrative and communications-focused tasks.

The communications assistant will support the communications team with its digital presence by editing website content and drafting social media posts. The communications assistant will also support the team to deliver events, and the activities outlined in WHW's internal communications plan.

Key result areas and responsibilities

Support the team to achieve the communication goals outlined in the external communications and advocacy strategy and internal communications plan

- Participate in the development, delivery and success of Women's Health West's digital communications activities, including assisting with drafting social media posts, editing and drafting website updates, and supporting the distribution of the e-newsletter.
- Support the team with organising, promoting and delivering events, such as the AGM and International Women's Day.

- Support the delivery of actions arising from the internal communications plan, including the development of a new staff portal website.
- Undertake administrative and support tasks related to fundraising and donor management including maintaining a donor database and system for donors to give regularly.
- Undertake membership administration that includes responding to queries from WHW's members, recording membership information, and keeping an up-to-date database.

Support the production and distribution of high quality materials for a range of audiences

- Support the development of materials that promote our services, programs and advocacy activities to a wide range of audiences including the women, children and young people of Melbourne's west, government, partners and diverse communities.
- Undertake administration of all printed resource requests including packaging and posting resources, ordering and seeking quotes for printed materials, stocktaking of resources, keeping track of data around requests, seeking feedback on resources.
- Upload digital resources to the website, review and update existing online content.
- Support the promotion of our new and existing materials.
- Review, edit and update website content in collaboration with the communications manager and relevant colleagues.

Provide accurate, timely and effective administrative support

- Work collaboratively with Women's Health West's people and culture team to undertake activities to support new staff, such as making name badges, ID cards and photographing staff.
- Triage enquiries from staff and external partners sent to comms@whwest.org.au.
- Triage emails received to info@whwest.org.au, collaborating with staff from across the organisation to ensure timely responses to enquiries.
- Promote, expand and administer WHW's membership and subscriber base.

Contribute to the development and achievement of organisational goals through regular supervision and participation in professional development activities.

- In collaboration with the communications manager, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, and desired outcomes for this position.
- Participate in regular supervision and annual appraisals
- Attend relevant training provided by the organisation and external providers, where appropriate.
- Participate in induction processes and probationary reviews as required.
- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Contribute to a culture of collective learning and collaborative work practices, including respected and positive communication within the streams and organisation.
- Actively participate in program, stream and staff meetings and planning days.
- Actively participate in cross-stream mechanisms designed to facilitate links within organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, including the reconciliation action plan.

Key selection criteria

1. Excellent written communication skills and proven experience in producing documents and online content to a high standard.
2. Excellent verbal communication skills, with the ability to maintain relationships with a diverse range of people including colleagues, external suppliers and members of our community in the west.
3. High degree of competence with a range of software programs including Outlook, Word, Excel, PowerPoint and demonstrated proficiency in IT applications including email, electronic calendars, filing systems and databases.
4. High degree of competence with Facebook, Twitter and other social media channels.
5. Ability to develop, implement and review effective office systems and procedures.
6. Ability to work independently when required, and willingness to collaborate with colleagues in the team, and across the organisation, as necessary.
7. Excellent attention to detail with a high level of professionalism.
8. Ability to work under pressure, manage competing priorities and to meet strict deadlines.

Performance monitoring

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

Review of position description

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

Additional information about Women's Health West

1. Aboriginal and Torres Strait Islander women, and those who speak languages other than English, are encouraged to apply.
2. Women's Health West is a Child Safe Organisation and employment is subject to the satisfactory completion of a national Police Record Check and a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

Further information

If you have specific queries about this position please contact the communications manager on (03) 9689 9588.

To apply for this position, please send your written application responding to the key selection criteria, marked 'Confidential', to the address below. Please include three nominated referees, including your most recent line manager.

Manager – Communications
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011

Email: recruitment@whwest.org.au