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**ENABLING THE PROVISION OF QUALITY SPIRITUAL CARE AS AN INTEGRAL PART OF HEALTHCARE**

**POSITION CONTEXT**

Spiritual Health Association ('SHA') is the national peak body advocating for and promoting spiritual care in health services.

**POSITION DESCRIPTION**

**Title: Communications and Administration Leader**

**Position Focus**

The Communications and Administration Leader oversees all internal and external communication for the organisation and ensures the organisation operates effectively and efficiently through the provision of high-level administrative leadership.

The position reports to the Chief Executive Officer ('CEO')

**Key Responsibilities**

<b>Key Responsibilities</b>	<b>Primary Tasks</b>
Create and implement communication strategies to effectively engage key stakeholders.	<ul style="list-style-type: none"><li>• Identify key stakeholders</li><li>• Develop and implement communication strategies</li><li>• Evaluate effectiveness of strategies</li></ul>
Develop, support and promote the organisation's purpose through strategic message development.	<ul style="list-style-type: none"><li>• Organise content for SHA's Newsletters and Annual Report including collating articles/reports and writing and editing content</li><li>• Maintain and establish SHA's website and social media channels, including managing changes to information, updating webpages and arranging and sending social media content.</li><li>• Produce the multifaith, cultural calendar</li><li>• Provide support including editing and formatting to produce SHA's resources and publications.</li><li>• Ensure SHA's branding guidelines consistently used across all communications.</li></ul>



Maintain and improve office systems	<ul style="list-style-type: none"><li>• Record management of personnel files and all other essential documents</li><li>• Databases of key stakeholders</li><li>• IT systems that improve effectiveness and efficiency of work practices and communication</li><li>• Policies and procedures for all office processes</li><li>• Management of contracts with suppliers as required</li></ul>
Coordinate key internal and external organisational events.	<ul style="list-style-type: none"><li>• Oversee logistics of organisational events including the Annual General Meeting</li><li>• Coordinate SHA's online Professional Development Program</li></ul>

### **Working Relationships**

#### **(Internal)**

- CEO
- SHA Leaders
- The Commons Community Managers

#### **(External)**

- Department of Health & Human Services
- Safer Care Victoria
- Health Services
- Spiritual care managers/coordinators
- Consumers
- Other external organisations, agencies and suppliers as required

### **Key Capabilities**

#### **Qualifications**

##### Essential:

- Tertiary qualification in communications, marketing or a related field.

##### Desirable:

- Qualifications in business administration, business management or related fields

#### **Experience**

##### Essential:

- Experience in communications strategy development.
- Experience in communications strategy development.
- Professional experience developing social media content and monitoring platforms.
- Demonstrated high-level organisational and administrative skills.



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- Proficiency on a windows platform and skills and experience using a range of software packages including Microsoft Office, Salesforce (or other CRM) and CMS.

Desirable:

- Working within a culturally diverse environment
- Experience in event management
- Understanding/knowledge of the health sector
- Understanding/knowledge of the spiritual care sector

**Skills and behavioural attributes**

- Demonstrated excellent oral and written communication skills.
- Excellent attention to detail and ability to problem solve.
- Demonstrated ability and willingness to work as a member of a team.
- Demonstrated ability to work across projects and prioritise.
- Demonstrated initiative, self-motivation and the ability to meet competing deadlines.
- Commitment to the values and ethos of Spiritual Health Association