

## ROLE DESCRIPTION

<b>Role Title:</b>	Project Support Officer - Community Trauma
<b>Role reports to:</b>	Manager, Community Trauma
<b>Role Created/ Reviewed Date:</b>	September 2020
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

## ORGANISATION

### Overview

Emerging Minds is dedicated to advancing the mental health and emotional wellbeing of infants, children, adolescents and their families in Australia. Emerging Minds develops mental health policy, services, interventions, training, programs and resources in response to the needs of professionals, children and their families. Emerging Minds partners with family members and national and international organisations to implement evidence based practice into the Australian context. Emerging Minds strives to build and nurture a culture where inclusiveness is a reflex, not an initiative. Different ideas, perspectives and backgrounds create a stronger and more creative work environment.

Emerging Minds is partnering with Beyond Blue who are leading a National Bushfire Response Program for early learning services and schools affected by the 2019-2020 bushfire crisis.

The focus of the Program is to provide intensive support to schools and early learning services who were impacted by the bushfire crisis. The Program will offer on-the-ground support via 25 new Be You 'Contact Liaison Officers'. While support will be tailored to the needs of each individual community, the program offers three key elements, which include:

- Trauma training for educators and community members
- Recovery planning
- Service mapping of local mental health support services.

As a program partner, Emerging Minds will:

- Offer oversight, leadership and guidance of the trauma informed resources, training and information to early learning services, schools and community.
- Lead regular trauma training, upskilling and support to the Contact Liaison Officers for the duration of the contract.
- Manage the trauma training events (namely online) for educators (early learning services and schools) and community (including families).
- Ensure active engagement in the ongoing monitoring and review work of the Program Management and Steering Group teams.

## ROLE CONTEXT

### Primary Objective(s) of role:

As part of the Bushfire Response Program, the Project Support Officer - Community Trauma is responsible for the provision of an efficient and effective project support service. This includes the management of discrete project components and contributing to the efficient and effective support of content and administrative support to the Manager, Community Trauma. The position will also support the development of workforce development learning products and resources from Emerging Minds and the implementation of project management processes, maintenance of data bases, executive support and project administration services. The Project Support Officer - Community Trauma will work in close collaboration with the Manager, Community Trauma, and the BeYou Bushfire Response Program Management Team.

**Direct Reports:**

- N/A

**Key Relationships/ Interactions:**

Internal

- All staff of the Bushfire Response Team
- Reports to the Manager, Community Trauma.

External

- Project stakeholders
- Guest speakers for Trauma Training

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to the organisation's values and strategic directions.

**General Requirements:**

- Managers and staff are required to work in accordance with including but not limited to: *Work Health and Safety* legislation when relevant WHS Defined Officers must meet due diligence requirements.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act
- Relevant Awards, Enterprise Agreements
- Duty to maintain confidentiality
- Smoke Free Workplace
- Code of Conduct
- Emerging Minds Policies and Procedures

**Special Conditions:**

- An Australian citizen or resident with the right to work in Australia.
- Some out of hours work, including intra and interstate travel will be required (subject to COVID-19 restrictions being lifted). Overnight absences may be required on a regular basis. The employee must be willing to fly.
- The appointment is subject to the provision of a current National Police Certificate and a Child Related Employment Screening.
- Provision of a current National Police Certificate, to be renewed every three years thereafter from the date of issue.
- A Child Safe Environment Certificate must be maintained in accordance with the Emerging Minds policy.
- A minimum current South Australian 'Class C' (or interstate equivalent) driver's license is essential. The employee must be willing to drive throughout the course of their duties.

- Appointment to this position is subject to a 6-month probationary period.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Project Coordination</b>	<ul style="list-style-type: none"> <li>• Provide administrative and project coordination for the bushfire response program.</li> <li>• Contribute to the achievement of project outcomes by undertaking manual and online research.</li> <li>• Assist in the collection and simple analysis of data.</li> <li>• Maintain integrity and accuracy of databases.</li> <li>• Source and research information on behalf of team members.</li> <li>• Assist in the preparation of project reports, recommendations and publicity material as required.</li> <li>• Liaise with project managers/ officers, internal business units, agencies and service providers for information and progress updates.</li> <li>• Work with staff to ensure that project management processes are being adhered to.</li> </ul>
<b>Workforce Development</b>	<ul style="list-style-type: none"> <li>• Assist in developing workforce development content as part of the bushfire response trauma training</li> <li>• Coordinate with guest speakers as part of the trauma training</li> <li>• Provide desktop research and review of literature</li> <li>• Oversee and support accreditation of training content</li> <li>• Facilitate and collate review of course content with external stakeholders</li> <li>• With guidance from content leads, prepare product and asset briefs for media and interactives to be featured in the online resource</li> </ul>
<b>Office Administration</b>	<ul style="list-style-type: none"> <li>• Draft and prepare correspondence and briefing materials relating to communication with a range of stakeholders.</li> <li>• Maintain project filing systems and databases.</li> <li>• Undertake general office administration tasks.</li> <li>• Schedule work and negotiate deadlines.</li> <li>• Build and maintain effective interpersonal relationships ensuring the provision of timely, concise and accurate information.</li> <li>• Identify, monitor and attend to enquiries ensuring prompt resolution and quality control of responses.</li> <li>• Assist with various day to day functions as required, including <ul style="list-style-type: none"> <li>○ maintaining correspondence records for Emerging Minds.</li> <li>○ providing a confidential secretarial support service.</li> <li>○ maintaining office file reference systems.</li> <li>○ co-ordination and organisation of meetings and events.</li> <li>○ providing a supporting role to work groups and committees, which will include drafting and distributing agenda and minutes.</li> </ul> </li> <li>• Arrange travel, accommodation and itineraries for staff and consortium partners.</li> <li>• Undertake urgent mail outs of resource materials, as required.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Support the continuous evaluation of services.</li> <li>• Assist with implementing changes to provide continuous improvements in productivity and product and/or service quality.</li> <li>• Contribute to the delivery and maintenance of efficient work practices within the office through participating in staff planning, training and development activities.</li> </ul>

## Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Experience in desktop research, data management and analysis.</li> <li>Experience in supporting workshop and training development</li> <li>Proven experience in project practices and procedures.</li> <li>Proven experience in providing project coordination under limited supervision.</li> <li>Experience in desktop research and data analysis.</li> <li>Demonstrated experience in drafting a range of documents such as promotional publications, reports, agendas, minutes and correspondence.</li> <li>Demonstrated ability to use the Microsoft Office suite of software (Word, Excel, PowerPoint, and Outlook)</li> <li>Demonstrated ability to undertake:               <ul style="list-style-type: none"> <li>o producing high quality documents</li> <li>o accurate keyboard work</li> <li>o editing and formatting</li> <li>o accurate proofreading of documents.</li> </ul> </li> <li>Demonstrated ability to develop and implement effective document and resource management systems.</li> <li>Demonstrated event management, planning skills and attention to detail.</li> <li>Knowledge of project planning, implementation and evaluation principles and techniques.</li> </ul>
<b>Organisational skills</b>	<ul style="list-style-type: none"> <li>Proven ability to determine priorities and co-ordinate work to meet tight deadlines and produce a high standard of work under pressure.</li> <li>Demonstrated time management skills together with resourcefulness and initiative to manage multiple priorities and projects.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Demonstrated understanding of the intergenerational impact of colonisation and trauma, in particular, on Aboriginal and Torres Strait Islander peoples social and emotional wellbeing.</li> </ul>
<b>Communication and Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>Demonstrated ability to communicate, both verbally and in writing, to a wide range of people.</li> <li>Demonstrated ability to operate effectively in an environment of complexity and change, and work as a part of a team.</li> </ul>
DESIRABLE CHARACTERISTICS	
<b>Attributes/Experience</b>	<ul style="list-style-type: none"> <li>Experience in working in a mental health service or health promotion environment.</li> <li>Experience in the use of technology for remote communication (e.g. teleconferencing).</li> <li>An understanding of webpage construction.</li> </ul>

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with the role and organisational context as described within this document.

**Name:**

**Signature:**

**Date:**