



Connecting children, young people and their families where a parent has a mental illness

Program and Administration Support

Established in 2009, [Satellite Foundation](#) changes outcomes for children and young people who have a parent or carer with mental illness to futures of hope and possibility. Our programs and activities provide opportunities for peer support, connection and skill-building through creativity.

Satellite is seeking a suitable person to provide program and administration support principally to the Program Manager and some support to the Organisation as a whole. We are seeking someone with excellent communication, coordination and administration skills, who is positive, flexible and organised in their approach. The role will combine providing direct program support with the day-to-day administration and data entry requirements of Satellite.

It is expected that this position will support Satellite's continued growth and ensure data kept by the organisation is accurately kept, stored and managed. Working closely with the small Satellite team, this role requires a person who is able to work independently, but also collaboratively to effectively support the coordination of activities undertaken by Satellite for children and young people.

Essential skills and experience

- Qualifications and/or experience in providing program support and/or administration, in particular providing support to an incorporated association
- Strong administrative, organisation and coordination skills
- A growth mindset with new technology to support the ongoing development and tailoring of our CRM database and an understanding of the change management process within an organisation.
- Excellent computer skills including experience across the Office 365 suite (including sharing platforms SharePoint & Microsoft Teams).
- High level of attention to detail.
- Data entry and systems administration experience, including CRM data management (ZOHO One CRM experience preferred)
- Experience managing a centralised, shared mailbox.
- Excellent written and verbal communication skills and demonstrated experience working with a diverse range of professionals, stakeholders and clients.
- Experience in minute taking, proof reading, editing and general document formation and formatting.
- Demonstrated ability to work autonomously, and as an effective member of a team.
- Positive can-do attitude.
- Highly developed organisational and time management skills allowing you to manage competing priorities and complex scenarios.
- Strong passion for supporting children and young people experiencing mental health themselves or in their families

Job Description

Job title: Program & Administration Support

Reporting to: Programs Manager

Hours: 0.6 FTE (3 days per week)

Salary: \$34,500 & \$41,000 plus super (0.6 FTE)

Key responsibilities & duties

- Assist in maintaining and updating Satellite's participant and partner contact database (Zoho CRM)
- Comply with the Satellite's privacy provisions and support the continuous improvement of the data base's security and processes.
- Assist with Satellite's day-to-day administration including document formatting, filing, photocopying, meeting minutes and note taking.
- Manage Satellite's mailbox.
- Support the implementation of programs through administrative support leading up to, during and post course.
- Support the development of simple, consistent processes and procedures for Satellite to welcome new participants and families, including online expression of interest & program registration forms.
- Create surveys and feedback forms for the purpose of evaluation and research.
- Arrange transport and associated logistics for participants, volunteers and families as needed.
- Coordinate food and supplies for upcoming programs and events, building relationships with local suppliers where possible.
- Assist with co-ordinating events, including connecting activities and fundraising that occur throughout the year with our key stakeholders which will include venue procurement, agenda setting and Eventbrite ticketing.
- Support and adhere to Satellite's vision and strategic direction and adhere to all workplace policies and procedures.
- Any other duties as reasonably requested.

Reporting / working relationships

- Executive Director
- Program Manager
- Creative Design & Facilitation
- Family & Community Engagement Liaison
- HR and Finance Manager
- Satellite Volunteers
- Satellite Foundation Participants

Satellite Foundation is an equal opportunity employer and committed to ensuring a safe working environment for all staff and volunteers. We provide a child safe environment for all children and young people who participate. We encourage individuals with lived experience of mental health challenges themselves, or within their families to apply. We encourage individuals of diverse ages and backgrounds, including but not limited to, those from Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTQIA+ communities to join our workforce.

Special conditions

A current Victorian driving licence is required. Employment is conditional on:

- a satisfactory National Police Check
- a satisfactory Working with Children's Check
- proof of right to work in Australia
- evidence of relevant professional qualifications

Professional Indemnity Insurance and Public Liability Insurance will be provided by Satellite Foundation
