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| Position | Administration Officer |
| Tenure | 12 Month Contract (Maternity Leave Cover) |
| Status | Part Time |
| Hours of Work | 0.6 EFT, (*22.8 hours per week – days/times negotiable)* |
| Award Classification | As per Social, Community, Home Care and Disability Services Award, Community Development Worker Level 4 |
| Date Prepared | 02 September 2021 |
| Commencement Date | October 2021 |
| Probation Period: | Six (6) Months |
| Reports To | Manager, Corporate Services |

**ORGANISATIONAL OVERVIEW:**

Council on the Ageing (COTA Victoria) is the leading not-for-profit organisation representing the interests and rights of people aged over 50 in Victoria. For 70 years in Victoria, we have led government, corporate and community thinking about the positive aspects of ageing.

COTA Victoria's strategic and operational focus is on promoting older age as a time of opportunities for personal growth, contribution and self-expression. We believe there are obvious National, State, community, family and individual benefits from this approach.

COTA Victoria has an experienced Board; highly qualified, permanent staff located in a Melbourne office location; and a broad State membership and volunteer base.

***Vision:*** *Ageing in Australia is a time of possibility, opportunity and influence*

***Purpose:*** *COTA advances the rights, interests and futures of Australians as we age*

***Values:*** *Respect, Diversity, Collaboration and Integrity*

***Strategic Priorities:*** *For older Victorians,**COTA promote opportunities and protect rights. Our Strategic focus is on Policy, Health, Rights and Organisation activities.*

**Policy**

Maintain our leadership in policy development and advocacy on behalf of older people in Victoria and Australia in general.

**Health and Wellbeing**

Continue to successfully manage and increase a portfolio of physical, mental and financial health projects and services designed to benefit and improve the quality of life of older Victorians

**Rights**

Maintain the position of *Seniors Rights Victoria* (a COTA program) as Victoria's leading provider of information, legal aid and support, advice and education to help prevent elder abuse and protect the rights of older people.

**Organisation**

Build COTA organisational efficiency and sustainability in Victoria through improvements to marketing, knowledge management, income generation and volunteer management.

**PROGRAM BACKGROUND:**

Seniors Rights Victoria is a Community Legal Centre which provides leadership across Victoria by addressing and responding to older people experiencing abuse.It operates under principles of the empowerment of older people and recognition of their rights.

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. Elder abuse is any act which causes harm to an older person and is carried out by someone they know and trust such as family or friends. Abuse may be physical, sexual, financial, psychological, social and/or neglect.

The services include a helpline, specialist legal services, short-term non-legal support and advocacy for individuals, and community education. Seniors Rights Victoria also provides leadership on policy, systemic advocacy and law reform, and works with organisations and groups to raise awareness of elder abuse. The Service advances the rights of older Victorians at risk of/or experiencing abuse.

In addition to providing direct client services, Seniors Rights Victoria has a role in capacity building and working collaboratively with relevant sectors to better identify, address, and prevent incidences of elder abuse.

Seniors Rights Victoria is a program within Council on the Ageing Victoria (COTA Victoria). Funding is provided by Victoria Legal Aid (VLA), the Commonwealth Attorney General’s Department, and the Department of Families, Fairness and Housing (DFFH). Seniors Rights Victoria is a Community Legal Centre.

**POSITION OBJECTIVE:**

The Administration Officer provides a supporting role to the Seniors Rights Victoria team who are engaged in legal, advocacy, education and project work.

The Administration Officer will work closely with the Manager for Seniors Rights Victoria and our highly skilled staff in the coordination and management of client information systems and ensuring the office is operating effectively through an efficient and well-functioning work environment.

**RESPONSIBILITIES:**

The Administration Officer is required to provide wide ranging administrative support to the Seniors Rights Victoria Team to ensure the day-to-day operation of the CLC including:

* Manage in a confidential and timely way all communications for the CLC, including prompt referral to other parts of the service.
* Draft, prepare and format general correspondence, reports and documents.
* Process purchase orders, maintain subscriptions and reconcile credit cards.
* Maintain stocks and ensure all branded collateral such as brochures, booklets and reports are current.
* Provide secretarial support to internal and external meetings including invitations, room bookings, agendas, paper circulation and minute taking.
* Arrange for travel and accommodation for members of the SRV team.
* Prepare and coordinate new team member induction programs;
* Provide event management assistance for speaker bookings, seminars, and events.
* Undertake general administrative duties including but not limited to filing, photocopying, printing, and binding.
* Provide advice, develop and implement improvements to practices, policies and procedures for administration and information management.
* Maintain online and hard copy filing systems and associated registers.
* Distribute, record and monitor inbound and outbound mail and couriers.
* Data entry of client records and the preparation of statistical reports in accordance with practice standards;
* Attending team meetings and participating in strategic planning and team building activities undertaken by the service.
* Act of the health and safety representative for the unit and attend all meetings.
* Provide administrative services for the service when directed;

### Key Selection Criteria

* Relevant qualifications in administration, business, community services or similar.
* Minimum 5 years of experience in administration ideally within a Community Legal Centre setting.
* Good interpersonal skills, including sensitivity in communicating with older people from diverse backgrounds;
* Team player with a background of supporting a team with conflicting deadlines and priorities;
* Proactive and highly resourceful with the ability to exercise judgement and discretion;
* Strong organisational skills and attention to detail;
* Excellent written skills, with experience in supporting committees;
* Experience handling sensitive information and confidential client records (desirable);
* Demonstrated experience with content management systems (desirable), e.g. CLASS, Actionstep;
* Proficiency in Office365, including sharepoint;
* Proficiency in Video Conferencing technology, e.g. Microsoft Teams, Zoom;

**SPECIFIC RESTRICTIONS/CONDITIONS**

* Must be physically capable to carry out administrative duties, involving extended periods of computer use;
* This role may require occasional out-of-hours work and travel;
* Employment is subject to an ongoing satisfactory police check.

**OTHER RELEVANT INFORMATION:**

**Location**: Level 2, Suite 2.5, 424 St Kilda Road, Melbourne, VIC, 3004

**Other:** Council on the Ageing has an Enterprise Bargaining Agreement (EBA) that covers all COTA employees: 3 years from 19th July 2021.

**Salary Sacrificing:** Available in accordance with Australian Taxation Office legislation and regulations, and in accordance with the Council on the Ageing’s Policy and Procedure

Self-Referral: It is COTA policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.

**AUTHORISATION & ACCEPTANCE**

**Employer** Chief Executive Officer

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Incumbent**

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**