



Position Description and Selection Criteria

Position: Gulanga Program Support Officer

This is a designated position in accordance with s42, *Discrimination Act 1991* and is only open to Aboriginal and/or Torres Strait Islander people. Aboriginal and/or Torres Strait Islander heritage is considered essential and therefore a Confirmation of Aboriginality may be requested.

Hours: Part-time 30 hours per week (with the option to negotiate flexible arrangements)

Salary: The position is classified under the SCHADS award as level 4, pay-point 1, with access to annual increments. ACTCOSS pays above agreement wages at this level according to the ACT Community Sector Multiple Enterprise Agreement, and the full-time wage is currently \$75,068 plus 10% superannuation

Term: Ongoing, part-time

Organisational Context

The ACT Council of Social Service is the peak representative body for community organisations and disadvantaged and low-income citizens of the ACT. ACTCOSS aims to ensure that government policy improves the lives of disadvantaged people and develops a well-resourced, cohesive and sustainable community sector. ACTCOSS is a member of the nationwide COSS network, made up of each state and territory COSS and our national body, the Australian Council of Social Service (ACOSS).

ACTCOSS's Gulanga Program is designed to support ACT community sector organisations to develop and improve upon good, Aboriginal and/or Torres Strait Islander culturally appropriate practice standards to improve services for Aboriginal and/or Torres Strait Islander peoples.

The program employs Aboriginal and/or Torres Strait Islander workers and aims to provide better engagement with Aboriginal and/or Torres Strait Islander peoples and their families to access the services that will best meet their needs.

Benefits of the Position

This position will support the work of the Gulanga Program and is ideal for anyone who wishes to use their administrative, events management and organisational skills for the goal of building the capacity of organisations to provide culturally appropriate service for Aboriginal and/or Torres Strait Islander peoples and with a strong interest in social justice. The position gives the successful candidate a broad and engaging workload, with an opportunity to work in a small but dedicated staff team of 15 people working across policy, communications, and sector development.

ACTCOSS interacts with diverse communities, allowing you to meet and connect with people from different backgrounds and circumstances.

ACTCOSS makes every effort to provide a flexible work environment, allowing substantial employee control of their working hours, among other benefits.

Role

The Gulanga Program Support Officer assists in the efficient and effective operations of the Gulanga Program and plays a key role in supporting the Gulanga Program Manager to deliver their key tasks. This includes organising training and events, supporting the Aboriginal and/or Torres Strait Islander Community Sector Network (ATSIComSec Network) and Cross-Sector Network, media and communications tasks and assistance with reporting and budgeting. This key role will work closely with the other teams in the organisation to ensure the day-to-day work of the Gulanga Program runs smoothly and professionally.

Gulanga Program Support Officer will report to the Gulanga Program Manager and will work closely with the other ACTCOSS colleagues.

The key performance indicators, priorities and time allocation for the various aspects of the role will be determined in cooperation with the Gulanga Program Manager.

Duties and Responsibilities

The role of Gulanga Program Support Officer will:

Work as a part of the Gulanga Team to:

- Ensure Cross-team collaboration
- Manage telephone calls for the Gulanga Program
- Support the management of the Gulanga Program inbox for timely and effective communication with external stakeholders including the ACT Government, ACTCOSS members, community organisations and community members
- Ensure the successful coordination of the ATSIComSec and Cross-Sector Networks
- Provide advice and support, using Gulanga resources, to community sector organisations and ACT Government on the provision of culturally competent services
- Organise Gulanga Program events including training, workshops, events to mark key calendar dates, and support Gulanga participation in other community events
- Manage the Gulanga Webpage, Gulanga social media including Facebook and Twitter account in conjunction with the ACTCOSS Media and Communications Officer, particularly on key events and dates of significance in the Aboriginal and/or Torres Strait Islander calendar
- Complete general office tasks required to ensure the smooth day to day operation of the Gulanga Program
- Support the day-to-day management of the Gulanga Program budget
- Ensure filing and document management in line with standard operating procedures and regulatory obligations for Human Resources, risk management, quality improvement, work health safety and organisation governance
- Coordinate scheduling of the CEO, Gulanga Program Manager and the ACTCOSS team with regards to Gulanga Program activities

Other activities:

- Contribute to organisational development and improvement through collective planning and review processes
- Engage with ACTCOSS members and other stakeholders as required
- Contribute to developing the work plan of the Gulanga Team and broader ACTCOSS program
- Other duties as agreed with the Operations Manager.

As ACTCOSS priorities and projects change over time, this position also gives the successful candidate the opportunity to change their allocated areas of work and develop new directions for the work of ACTCOSS.

Selection Criteria

Applicants must respond to all essential criteria set out in this section. If you have additional skills or qualifications listed as “highly regarded”, please respond to these as well.

This role would suit someone who has experience in administration, stakeholder engagement and strong organisational skills. Strong communication skills are also important for this role.

Essential

The successful applicant will be able to demonstrate

- Good written and verbal communication skills
- Familiarity with using the Microsoft Office suite of products including Word, Excel and Powerpoint
- Some understanding of the community sector and/or the role of peak bodies
- Experience in engaging with a variety of stakeholders including community sector organisations and ACT Government
- Experience in administrative support and complying with standard operating procedures in an organisation
- Ability to work autonomously and as part of a team
- Capacity to work within a diverse team environment
- Ability to contribute to organisation improvement activities
- Ability to work in a changing work environment and manage multiple tasks while maintaining focus and attention to detail
- Commitment to principles of social justice

Highly regarded

- Qualifications in business administration
- Experience in the planning, administration and hosting of events
- Familiarity with administering online event platforms, basic website content, Customer Relationship Management systems and social media
- Experience with Microsoft Teams
- An awareness and understanding of Equal Employment Opportunity and Work Health and Safety Principles;
- A driver’s licence and access to a vehicle.

ACTCOSS is an equal opportunity employer, and we welcome applications from people with diverse backgrounds and life experiences.