Western Australian Council of Social Service Inc
Position Description

Position Title	**Project Support Officer, WA Digital Inclusion Project**
Classification Level	**SCHADS Industry Award 2010** **WACOSS Staff Agreement 2021 Salary Scale – Level 2.5** *Full time fixed term 2-year contract until June 2024*
Salary	**$72,353 p/a plus 10.5% super**
Reporting line (operational)	**Executive Manager WA Digital Inclusion Project**

ORGANISATIONAL CONTEXT:

The Western Australian Council of Social Service is the peak body of community service organisations and individuals in Western Australia. WACOSS stands for an inclusive, just and equitable society. We advocate for social and economic change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist people on low incomes and experiencing disadvantage Australia wide.

KEY PURPOSE:

The WA Digital Inclusion Project has been established to support the digital skill, knowledge and capability needs of front-line community service workers and vulnerable individuals. The project will ensure they can fully participate in a society experiencing rapid digital transformation in every aspect of our work and social lives and gain the significant social and economic benefits it can deliver. The Project Support Officer will assist with the administration and delivery of activities across the various streams of the project. The position will also provide administrative support to the Executive Manager WA Digital Inclusion Project.

Project's Strategic Goals:

Strategy 1: Ability

- Build digital skills, knowledge and capability of front-line service workers and their capacity to support vulnerable people with their digital needs, and then

- Build the digital skills, knowledge and capability of vulnerable people, through a digital skills transfer program from front line staff.

Strategy 2: Access

- Improve access to connectivity for vulnerable people.

Strategy 3: Affordability

- Improve affordability of access and devices for vulnerable people.

KEY RESPONSIBILITES

Project Support	- Develop and implement project activities that support the project's objective to improve digital skills for vulnerable people. - Provide project and administrative support to the Executive Manager and other team members working on the Digital Inclusion Project. - Establish and maintain the project's document/information repository, including CRM; Network Drive; and, Microsoft Teams. - Assist with project calendar management and associated scheduling of meetings, workshops, seminars and other online and in-person events. - Support meeting processes including the coordination of agenda items, meeting pre-read presentations, minutes and activities to support completion of meeting actions. - Assist with procurement and budget processes, including financial reporting. - Assist in the preparation of reports for funding bodies. - Bring a mindset of innovation, collaboration, partnership and co-creation in working with people and to achieve outcomes. - Apply a sustainability focus to all allocated project activities. - Undertake additional project work and support as directed.
Liaison and communication	- Act as a point of contact for enquiries regarding the WA Digital Inclusion Project. - Prepare correspondence and project documents/worksheets for external communication - Engage stakeholders (including WA government, business, peaks, project partners and community collaboration partners) as required. - Effectively build and maintain team and project stakeholder partnerships.
WACOSS	- Participate in team meetings, the development of strategic and operational plans and other internal processes as required - Take reasonable care for own safety and health at work and uphold the practices, policies and required behaviours to support the safety and wellbeing of others. - Demonstrate commitment to WACOSS Mission, Purpose and Values
Other duties	Other tasks as appropriate, relevant and directed

SELECTION CRITERIA:

Experience and knowledge

- Experience working in a project support role with a general understanding of project management / project management methodology.

- Demonstrated ability to produce quality written and numerical material such as meeting minutes, presentations, reports, correspondence and worksheets.

- Good understanding of the community services sector, and ability to work with a diverse range of stakeholders.

Attributes and skills

- Excellent interpersonal skills and ability to contribute effectively in a team environment.

- Well-developed organisational and time management skills, including an ability to prioritise and meet deadlines.

- Excellent written and verbal communication skills.

- Capacity to work in a fast-paced and changing work environment, including ability to use initiative and independently problem solve.

- Proficient computer skills including the MS Office suite (particularly Word, Excel, PowerPoint and Teams).

Other

- Current Police Clearance.
- An ability to support and operate within the WACOSS Mission, Purpose and Values.

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.