

POSITION DESCRIPTION



Position title	Office Coordinator
Group	Office of the CEO
Classification	Level 4
Location	Hybrid working arrangements - combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
Reports to	Executive Assistant to the CEO
FTE / Tenure	0.6 FTE, ongoing

Organisational Purpose

Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one.

To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:

- provide them with free with advice and information to help them in their role
- connect them to respite activities that allow them to take a break and recharge;
- deliver events and education for carers and carer-interested organisations
- collect, analyse and release information about carers so their role and their needs are better understood.

These contribute to our purpose of advancing understanding of Victoria’s unpaid carers and improving their access to assistance - whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant.

Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us:

- C**ommitted to carers and caring
- A**ble to build and strengthen community
- R**espectful and united in our differences
- E**mpower curious and creative pioneers
- R**esponsible for our actions, we celebrate success, learn from the rest

Group Purpose

Office of the CEO

The Office of the CEO provides strategic leadership and oversight of Carers Victoria by:

- Developing and implementing organisational strategies and governance, including support for our Board and its committees and strategic planning processes
- Representing Carers Victoria in the public sphere and strengthening relationships with our stakeholders
- Identifying and pursuing opportunities and innovations that take us closer to our vision

The dedicated staff who support the Chief Executive Officer within the Office of the CEO are passionate individuals. They are committed to providing support to the CEO, Board & its committees, General Managers, and staff within Carers Victoria. Together, they drive positive change and enhance the lives of carers.

Position Description - Purpose and Objectives

Working in the Office of the CEO under the guidance of the EA to the CEO, this role will work across the organisation to support the effective operation of the Carers Victoria office in Melbourne’s CBD and provide administrative support.

POSITION DESCRIPTION



An enthusiastic, self-starter who likes a mix of work and is comfortable juggling multiple priorities, the ideal candidate will enjoy working with diverse mix of people. Key elements of the role will include: Undertaking tasks that help support the smooth operation of the office, including coordination of supplies and catering when needed; meeting set ups; and other administrative tasks
Providing administrative support in the coordination of papers for the Board and its Committees within agreed timeframes.

OUTPUT AND ACCOUNTABILITES

Area of responsibility	Key elements (including but not limited to)
1. Office Administration	<ul style="list-style-type: none"> • Support day to day operation of the office, including monitoring and purchasing office supplies and amenities; coordinating office access (passes, keys and inductions), mail • Coordinate high priority internal and external meetings, including coordination of invitations, room set up, catering (where required), set up of videoconferencing, circulation of materials etc • Provide warm, efficient and helpful phone cover for the EA when needed. • Provide occasional assistance in the finalisation of word documents, PowerPoint presentations or other documents • Coordinate office storage and the archiving of records within agreed frameworks
2. Board and committee support	<ul style="list-style-type: none"> • Coordinate the receipt of draft papers from staff across the organisation in line with agreed agendas and timelines • Organise the printing and delivery of materials in hard copy to the Board Chair • Assist with the set up of in person meetings of the Board and its Committees, which occur periodically. • Assist with time limited projects that improve the effectiveness of Carers Victoria's operations and administration.
3. Professional Development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including mandatory training.
4. Professional Development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including mandatory training.
5. Occupational Health & Safety, Quality and Continuous Improvement	<ul style="list-style-type: none"> • Participate in Carers Victoria's health and safety activities, including participation in emergency management responses (training provided) • Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work. • Provide a positive contribution towards achieving a culturally safe workplace. • Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.
6. Other Duties	<ul style="list-style-type: none"> • Other duties as directed consistent with skills, qualifications and experience

ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Carers Victoria staff including the Executive Leadership Team and People Managers • Volunteers • Students • 	<ul style="list-style-type: none"> • Good Shepherd Corporate Services staff & building management • External suppliers • State-wide and local service providers and peak bodies • Other not for profit organisations in the sector

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KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated relevant experience in a similar role, including diary management. • Ability to manage multiple priorities, with guidance. • Strong working knowledge of the Office 365 suite, and ability to accurately and rapidly format, refine and produce a range of professional documents. • Demonstrated ability to respond to queries from, and work with a wide range of individuals. • Proven ability to demonstrate discretion regarding confidential issues.
Qualifications and other requirements:	<p>Essential:</p> <ul style="list-style-type: none"> • At least 4 years' experience in an office coordination and support role or similar • Current National Police Records Check. • Current Working with Children Check. • First Aid Certificate or willingness to undertake first aid training
Personal attributes and behaviours:	<p>Essential:</p> <ul style="list-style-type: none"> • Flexibility and adaptability, with the ability to think on your feet. • A can-do attitude and an enthusiasm to learn. • Demonstrated ability to problem solve, exercise judgement, and work calmly to meet deadlines. • Demonstrated ability to work harmoniously and cooperatively with others, building rapport at different levels as well as the ability to work independently at times. • Well-developed communication skills, both written and verbal. • Excellent organisational and time management skills with the ability to multi-task and prioritise. • Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities. • Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity. • Understanding of Child Safety Legislation and a commitment to child safety practice

CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

Created/Updated by:	EA to the CEO
Approved by:	Human Resources
Date:	5 March 2026