

ROLE DESCRIPTION

TITLE: PROGRAM SUPPORT OFFICER

EMPLOYMENT STATUS: 1.0 EFT: 38 hours per week

Hybrid work arrangement with minimum 50% of days on site.
Tuesday & Wednesday mandatory.

AWARD DETAILS: Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Level 2.4
Generous salary packaging available.

REPORTS TO: Manager of Operations

LIAISES WITH: Program managers, EDV staff, individuals experiencing an eating disorder and their families/support people, relevant external stakeholders

ABOUT US

Eating disorders are complex and debilitating mental illnesses that affect up to 1 in 10 people. Like any mental health disorder, they are not the fault of the individual and can affect anyone no matter their age, gender or background. While serious, eating disorders are treatable. With the right support, full recovery is possible for everyone.

Eating Disorders Victoria (EDV) is the trusted guide for Victorians affected by eating disorders. We help people get the support they need to inspire hope and ensure the earliest possible recovery.

How we work

We are a committed, engaged and progressive community health service who value innovation. We are known for developing and delivering eating disorder services that can't be found anywhere else in Australia, or even the world. We are a strong voice for people affected by eating disorders and actively advocate for our eating disorder affected community at state and national level.

We pride ourselves on being a vibrant place to work, where creativity, collaboration and lived experience are highly valued and supported.

Our work is guided by our values of **Courage, Lived Experience, Authenticity, and Optimism.**

Where we are going

We are moving through an exciting time of reform in Victoria's Mental Health System and have every intention of ensuring eating disorders are fully supported in this new system. We want eating disorders to be considered core business when it comes to mental health, so that more Victorians are identified, diagnosed and put on the path to recovery, sooner.

We are focused on delivering high quality, data-driven community services that demonstrate the impact of our work, while underscoring the growing community demand for specialised eating disorder services. Underpinning this is an evolving culture of strong clinical governance, which supports the wellbeing of staff, volunteers and our service users.

We consider the lived experience workforce to be pivotal to the future of eating disorder treatment and are positioned to be leaders in this emerging field.

ROLE STATEMENT

This dynamic and fast-paced role will report to the Manager of Operations and support the Senior Manager of Help Seeking & Support the Senior Manager of Lived Experience with the smooth and efficient operation of their programs.

Under the direction of the Senior Manager of Help Seeking & Support, this role will ensure the support for the smooth and effective operation of the Help Seeking and Support programs. Key responsibilities include a range of administrative tasks and coordinating meetings, client appointments and other activities for the team to ensure a positive experience for EDV clients.

This role will also support the Senior Manager Lived Experience to ensure the smooth and efficient operation of all Lived Experience programs, with a focus on the Carer and Consumer Intentional Support Groups and Individual Peer Work Services. The role encompasses a broad range of administrative responsibilities to support the team and participants.

Key responsibilities include administrative tasks, coordinating group activities & meetings, client appointments and other activities for the team to ensure a positive experience for EDV clients. Maintaining program data and information, supporting reporting requirements and assist in identifying and reporting issues of areas for improvement across EDV’s main software systems, including Microsoft, Salesforce and Humanitix.

EDV is looking for someone who is highly organised and detail-oriented for this varied and busy role to support the smooth and efficient running of our day-to-day operations and be a key go-to person for the EDV teams. Responsibilities will range from providing basic IT support and liaising with external contractors, to onboarding new staff and volunteers, and managing office supplies.

KEY ACCOUNTABILITIES

<p>Administrative Support</p>	<ul style="list-style-type: none"> ● Set up events in Humanitix & Zoom, including sending links, email reminders & attendance ● Record meeting minutes as required ● Provide administrative support and respond to enquiries, referring matters as appropriate ● Work collaboratively with the broader EDV team on shared priorities ● Provide administration support for recruitment across program teams
<p>Lived Experience Support</p>	<ul style="list-style-type: none"> ● Review program emails & respond to or refer enquires as appropriate ● Assist in maintaining SharePoint documents to support individual program needs

	<ul style="list-style-type: none"> • Provide administrative support & reporting for additional LE programs EG: SST, Peer Connect, PMP • Assist with administration of SMS broadcasts, booking calendars & WEEL platform in collaboration with the Finance Manager • Communicate with peer workers & participants regarding admin forms (evaluation, mentoring journals)
Early Help Seeking Support	<ul style="list-style-type: none"> • Work in collaboration with the team to support program objectives • Complete a range of administrative tasks to support the smooth operation of the program • Coordinate client events & appointments • Monitor & collate client feedback and refer issues as appropriate • Maintain program data & information and support the reporting process • Maintain SharePoint documents to support program needs
Operations Support	<ul style="list-style-type: none"> • Support the OH&S function including First Aid training, Fire Warden training and evacuations as required • Support compliance with OH&S regulations, maintaining incident records and escalating concerns as needed • Assist with coordinating repairs and maintenance with external contractors or tenants as directed • Support social events and activities • Provide basic IT assistance and escalate technical issues where required
Salesforce	<ul style="list-style-type: none"> • Provide Salesforce administrative support and escalate technical issues where required • Support with Salesforce data & registration forms • Maintain consistent, accurate & relevant data across teams through Salesforce • Assist with coordinating communication with the external Salesforce contractor • Develop and maintain a working knowledge of Salesforce to support program administration
Other	<ul style="list-style-type: none"> • Attend staff meetings & other internal meetings, keep up to date with EDV news • Other duties consistent with position as directed by the Operations Manager

KEY SELECTION CRITERIA

Essential:

- Previous experience in an administrative support role
- Excellent interpersonal skills and ability to develop rapport with clients and external services
- Strong written and verbal communication skills
- Proven ability to work autonomously, take initiative and problem solve
- Strong organisational skills and demonstrated ability to prioritise and meet competing deadlines
- High level attention to detail and experience in collating/managing data and preparing reports
- Genuine desire to collaborate with others and work as part of a team
- Proficiency in Office 365 including SharePoint, Word, PowerPoint and Excel
- Flexible approach and willingness to carry out a wide variety of tasks to support the function.

Desirable:

- Lived experience of an eating disorder or other mental illness or as carer of a loved one with an eating disorder or other mental illness – refer to definitions below
- Previous experience in the mental health sector
- Experience with a customer relationship management system (e.g. Salesforce)

LIVED EXPERIENCE AT EDV

At EDV we have a commitment to supporting employees with lived experience through a range of supports, and our Wellbeing Framework.

Please note candidates who have lived experience of an eating disorder must align with the 'recovered' definition below.

Candidates who have lived experience of caring for a person with an eating disorder must align with the definition of 'non-active carer' below.

Recovered: a person who identifies as having engaged in a recovery journey from an eating disorder and can manage their own wellbeing in alignment with the below indicators:

Can reflect and learn from their experience and has achieved emotional distance from their experience.

Is open to, and able to consider a wide range of different eating disorder experiences.

Can manage their own mental health and can recognise and seek help when at risk.

Recovering: a person is recovering from an eating disorder when they are actively engaged in eating disorder treatment and are currently experiencing physical, psychological or behavioural symptoms of an eating disorder.

Non-active carer: a person who has provided active care for an individual experiencing an eating disorder who now fits the 'Recovered' or 'Recovering' definitions, as above. They may still be involved in providing support and care, but not in the same active capacity for a period of two years.

CONDITIONS OF CONTRACT

Location: This position will be based on site at the EDV office on Level 3 & 4 of the Magpies Community Centre (corner Lulie and Abbot Streets, Abbotsford).

Employment conditions:

- Normal working hours will be during Monday to Friday, 8:30am to 5pm. There may at times be some out of hours work and this will be negotiated with your manager.
- Other conditions as mandated by the Fair Work Act.
- Subject to satisfactory Working with Children Check, National Police Check and completion of Conflict-of-Interest Declaration.
- Probationary period will apply (6 months).

Wellness Plan:

EDV acknowledge that the work in this sector can be challenging and stressful, which can impact on all employees, volunteers and students' personal wellbeing and mental health. Therefore, **it is mandatory for all staff to complete a 'Wellness Plan'**. This important document acknowledges that in times of stress, a commitment to positive mental health practices and supports can improve resilience and wellbeing.

Ethical requirements: All EDV staff are required to adhere to the EDV Code of Ethics, Code of Conduct, Core Values and guiding principles and relevant organisational policies, practices and guidelines.

