

ROLE DESCRIPTION

Role Title:	Project Officer
Role reports to:	Manager, Digital Health
Role Created/ Reviewed Date:	June 2020 / Reviewed June 2024 / July 2025 / August 2026
Criminal History Clearance Requirements:	☐ Aged (NPC) ☒ Child- Prescribed ☐ Vulnerable (NPC) ☒ General Probity (NPC)

ORGANISATION

Overview

Emerging Minds is dedicated to advancing the mental health and emotional wellbeing of infants, children, adolescents and their families in Australia. Emerging Minds develops mental health policy, services, interventions, training, programs and resources in response to the needs of professionals, children and their families. Emerging Minds partners with family members and national and international organisations to implement evidence based practice into the Australian context. Emerging Minds strives to build and nurture a culture where inclusiveness is a reflex, not an initiative. Different ideas, perspectives and backgrounds create a stronger and more creative work environment.

ROLE CONTEXT

Primary Objective(s) of role:

Reporting to the Manager, Digital Health, the Project Officer is responsible for the provision of project and office administration support functions to various teams, with a primary focus on supporting the Manager, Digital Health to deliver and maintain digital infrastructure projects. The role contributes to the successful implementation of digital projects by supporting project management processes, coordinating supplier engagements and payments, assisting with budgeting and procurement activities, maintaining project and data management systems, and ensuring accurate project documentation and reporting.

The incumbent will also oversee elements of the program by coordinating meetings, preparing minutes, arranging travel, responding to enquiries, and other day-to-day organisation and general office requirements.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- Reports to the Manager, Digital Health
- All employees of Emerging Minds

External

- Project stakeholders (including people with lived experience and family members).
- External Digital Infrastructure Contractors
- Other Emerging Minds Logistic and Office Suppliers

Challenges associated with Role:

Major challenges associated with the role are:

- Managing workload and conflicting priorities to ensure outcomes are achieved.
- Maintaining the integrity of records and information management systems.
- Supporting implementation of project management documents and processes.
- Ensuring the confidentiality, political and commercial sensitivity of information collected and developed by Emerging Minds.

Delegations:

- Nil

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to the organisation's values and strategic directions.

General Requirements:

Managers and employees are required to work in accordance with including but not limited to: *Work Health and Safety* legislation when relevant WHS Defined Officers must meet due diligence requirements.

- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act
- Relevant Awards, Enterprise Agreements
- Duty to maintain confidentiality
- Smoke Free Workplace
- Code of Conduct
- Emerging Minds Policies and Procedures

Special Conditions:

- An Australian citizen or resident with the right to work in Australia.
- Some out of hours work, including intra and interstate travel will be required. Overnight absences may be required. The employee must be willing to fly.
- The appointment is subject to the provision of a current National Police Certificate and a Child Related Employment Screening.
- Provision of a current National Police Certificate, to be renewed every three years thereafter from the date of issue.
- A minimum current South Australian 'Class C' (or interstate equivalent) driver's license is essential. The employee must be willing to drive throughout the course of their duties.
- This position is subject to a 6 month probationary period.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Coordination	• Provide process, administrative and project coordination across all designated Emerging Minds' projects. • Contribute to the achievement of project outcomes by undertaking manual and online research. • Assist teams in the collection and analysis of data. • Source and research information on behalf of team members. • Assist in the preparation of project reports, recommendations and publicity material as required. • Liaise with project managers/officers, internal business units, agencies and service providers for information and progress updates. • Work with teams to ensure that project management processes are being adhered to.
Digital Support	• Support testing, monitoring and maintenance of new and existing digital platforms, under direction. • Undertake desktop research to support digital project planning and improvement activities. • Under the direction of the Manager, Digital Health assist in liaising with web developers, technical advisors and digital strategists to support agreed priorities. • Work in close collaboration with the Manager, Digital Health to support all teams across the business with their digital requirements.

	• Maintain project schedules, risks, issues and action registers, as directed. • Assist in maintaining digital product documentation and knowledge repositories. • Support administrative processes related to digital governance, privacy and information management requirements. • Support documentation and record-keeping to assist compliance with organisational policies and relevant digital standards.
Data Management	• Maintain integrity and accuracy of CRM databases, conducive to the efficient retrieval and revision of content. • Support the maintenance and improvement of software systems and CRM databases. • Support the collection, analysis and reporting of project and service performance data. • Assist with maintenance and updating dashboards, datasets and reporting templates. • Assist in preparing regular project status reports using agreed templates. • Support evidence collection and evaluation administration as required.
Office Administration	• Draft and prepare correspondence and briefing materials relating to communication with a range of stakeholders. • Maintain project filing systems and databases. • Undertake general office administration tasks. • Schedule work and negotiate deadlines. • Build and maintain effective interpersonal relationships ensuring the provision of timely, concise and accurate information. • Identify, monitor and attend to enquiries ensuring prompt resolution and quality control of responses. • Assist with various day to day functions as required, including: ○ maintaining office file reference systems. ○ co-ordinating and organising of meetings and events. ○ providing a supporting role to work groups and committees, which will include drafting and distributing agenda and minutes. • Arrange travel and accommodation requirements and itineraries for employees as required. • Undertake urgent mail outs of resource materials, as required.
Continuous Improvement	• Support the continuous evaluation of services. • Assist with implementing changes to provide continuous improvements in productivity and product and/or service quality. • Contribute to the delivery and maintenance of efficient work practices within the office through participating in staff planning, training and development activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS	
Qualifications	Nil
Technical Skills	- Experience in desktop research, data management and analysis. - Experience supporting website, learning management system or digital product projects. - Proven experience in project practices and procedures. - Proven experience in providing project coordination under limited supervision. - Demonstrated experience in drafting a range of documents such as promotional publications, reports, agendas, minutes and correspondence. - Demonstrated ability to use the Microsoft Office suite of software (Word, Excel, PowerPoint, Teams, Zoom and Outlook) - Experience in using CRM Data Management Software (i.e. HubSpot) - Experience in developing and monitoring project data reports. - Demonstrated ability to undertake: the development of high quality documents including: - o accurate keyboard work and proofreading. - o editing and formatting. - Demonstrated ability to develop and implement effective document and resource management systems. - Knowledge of event management, project planning, implementation and evaluation principles and techniques.
Organisational skills	- Proven ability to determine priorities and co-ordinate work to meet tight deadlines and produce a high standard of work under pressure. - Demonstrated time management skills together with resourcefulness and initiative to manage multiple priorities and projects.
Communication and Interpersonal Skills	- Demonstrated ability to communicate, both verbally and in writing, to a wide range of people. - Demonstrated ability to operate effectively in an environment of complexity and change, and work as a part of a team.
Remote Working Skills (if applicable)	- Demonstrated capability to work remotely/independently to successfully achieve the key performance indicators and objectives of this role, and the team within prescribed timelines. - Demonstrated ability to establish effective working relationships, and engage collaboratively with members of your team, other employees of Emerging Minds, and external stakeholders, whilst working in a virtual environment. - Demonstrated experience and confidence in utilising video conferencing platforms, online tools and resources.
Knowledge	Demonstrated understanding of the intergenerational impact of colonisation and trauma, in particular, on Aboriginal and Torres Strait Islander peoples social and emotional wellbeing.
DESIRABLE CHARACTERISTICS	
Attributes/Experience	- Understanding of privacy, data governance and information security principles. - Experience engaging respectfully with people with lived experience, family members, practitioners or other stakeholders in the development or maintenance of digital resources. - Understanding of user experience principles, including how to support clear, accessible and user-centred digital resources.



	• Interest in emerging digital health trends, technologies and opportunities to improve service delivery, learning experiences and organisational workflows. • Experience with PowerBi.
--	---

Approvals

Role Description Approval

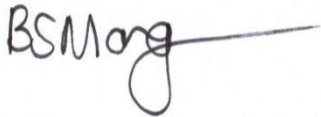
I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Brad Morgan

Role Title: Program Director

Signature:

Date: 3/08/2026



Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with the role and organisational context as described within this document.

Name:

Signature:

Date: