

 	Position Title:	Business Support Officer
	Division:	Take Two
	Program:	Communications & Business Operations
	Band:	A
	Salary:	Stream 5, Level 4
	Date:	August 2026

ROLE PURPOSE

Take Two provides a range of therapeutic services for infants, children and young people who have suffered trauma, neglect, disrupted attachment and family violence and contributes to the service system that provides care, support and protection for these children. One of these services is the Intensive Therapeutic Service, a Victoria-wide service funded by the Department of Families, Fairness and Housing, managed by Berry Street.

Take Two - in partnership with other community service agencies - is involved in the provision of therapeutic services to infants, children, young people and families involved with the child protection system. Take Two also provides clinical practice development and professional services to support other practitioners working with infants, children and families who have experienced trauma.

The Business Support Officer will support the smooth operation of the Communications and Business Operations team, the Take Two leadership team and clinicians.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the role are to:

- Provide business, administrative, finance and communications support to the Take Two program as directed.
- Support processing of referrals to Take Two and creation of electronic client files.
- Conduct activities such data entry, database management, invoice processing, document formatting and general administrative tasks.
- Support the growth of Take Two services and programs.

REPORTING RELATIONSHIPS

This role is based at our Preston office, Wurundjeri Country and travel to other Take Two locations may be required.

This role reports to the Senior Business Support Officer who will provide supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Business Operations Support	• Provide an efficient, friendly, and professional service to all customers (both internal and external). • Manage incoming calls and shared inboxes, responding to enquiries in a timely and professional manner. • Manage data in databases, including dealing with personal data, contract and finance details. • Demonstrated ability and willingness to adopt new technology solutions and systems. • Develop and review professional documents, organisation charts, file hubs, contracts and agreements using Microsoft 365 apps including PowerPoint, Word, Excel, SharePoint and Visio. • Format documents according to brand style guidelines. • Produce summary reports as requested for regular team KPI reporting. • Maintain accurate and up to date records. • Assist with stock ordering and inventory. • Assist booking staff travel. • Assist with the on boarding/off boarding of staff, including provision/collection of IT equipment, mobile phones and office access. • Manage relationships with vendors, service providers, ensuring that all items are invoiced and paid on time. • Participate actively in the planning and execution of office meetings and events, including providing secretariat support. • Support co-ordination of Take Two consultancy services including invoicing. • Maintain a safe, secure, and pleasant work environment.

	Participate in Take Two and wider Berry Street Yooralla meetings as required.
Communications Support	- Support the drafting, development and layout of brochures, presentations, training workbooks and reports. - Support internal and external communications activities. - Assist in development of web, digital newsletter and social media content.
Teamwork	- Ensure constructive and collaborative relationships are developed and maintained with customers, service users and key internal and external stakeholders associated with Take Two. - Support colleagues and the Take Two team to ensure the workplace remains a safe and respectful environment. - Participate in development opportunities as these are learning opportunities to assist self and colleagues. - Contribute to the development of systems and processes to develop, implement, and monitor research functions. - Work collaboratively with colleagues in Take Two and Berry Street Yooralla to improve processes, find better ways of doing things and find solutions to challenges when they arise.
Child Safety and Safeguarding	Promote and contribute to a child safe culture by prioritising the safety, wellbeing, participation and empowerment of children and young people. Comply with the Berry Street Yooralla Child Safety and Wellbeing Policy, Child Safety Code of Conduct, Child Safe Standards and all reporting obligations. Immediately report any concerns regarding the safety or wellbeing of a child or young person.
Other	Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated ability to provide a high standard of business operations and administrative support.
- Demonstrated commitment to working collaboratively, and the capacity to listen and consider other's opinions, respectfully and tactfully negotiate and liaise with other agencies and stakeholders.
- Experience with databases and varied systems, ensuring accurate and confidential information is maintained.
- Demonstrated ability in creating and maintaining relationships with stakeholders, internal and external of Berry Street Yooralla.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A Certificate level qualification in Business Administration, Marketing, Communication or similar field is required, or equivalent experience.
- Demonstrated experience in providing high quality business operations or administration support.
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Experience using Canva (or other desktop publishing software), MailChimp (or similar email newsletter systems), and/or website content management systems.
- Proficient in Microsoft 365 applications, including Outlook, Word, Excel, PowerPoint, Teams, SharePoint and OneDrive. Experience using Word, Excel, PowerPoint for producing and formatting documents and information management.
- Demonstrated interest and knowledge about child and adolescent trauma-informed mental health and/or the community services sector.

About Take Two

Who we are

Take Two is a program of Berry Street Yooralla providing trauma informed intensive therapeutic services for infants, children, young people, and families impacted by trauma, neglect or abuse.

Take Two is also involved, in partnership with other community service agencies, in the provision of therapeutic foster care, therapeutic Family Violence services, Aboriginal therapeutic home-based care, therapeutic residential care, Stronger Families, Navigator and the Community Wellbeing Program. Additionally, the service also provides training, consultation and reflective practice to the wider Children and Family Services sector and conducts and disseminates evaluation research on Take Two's therapeutic services. Take Two is a flagship site of the Child Trauma Academy implementing the Model of Neurosequential Therapeutics to guide intervention planning.

The service is a consortium of:

- Berry Street – lead agency & child welfare expertise
- Mindful (University of Melbourne) – practice development expertise
- La Trobe University – research expertise

Take Two operates from more than a dozen Victorian sites, including metro, regional and rural areas.

Our therapeutic model

Take Two is the only fully accredited outreach program that provides a state-wide service for infants, children, young people impacted by trauma, neglect, or abuse. Treatment approaches focus on the repair of harmful outcomes, and improvements in emotional health, relationships, and development. We work with the traumatised child, and with their caregivers, families, and communities. We help them understand the child's trauma, and how it's impacting their development and behaviours.

We use the Neurosequential Model of Therapeutics (NMT) to guide treatment and intervention planning. Based on current neuroscientific research, the NMT model helps us assess the impacts of the child's trauma on their developing brain and determine which interventions we should use to support the child. We then use evidence-based and evidence-informed interventions and treatments to support children who have suffered developmental trauma.

What we do

Take Two provides individual, dyadic, and systemic client facing services including:

- Intensive Therapeutic Service (children referred by Child Protection)
- Therapeutic Foster and Residential Care programs
- Stronger Families program (helping families keep their children out of out-of-home care)
- Restoring Childhood program (working with the child and the non-offending parent after family violence)

- Specific wellbeing programs for very vulnerable groups of children in our community, including Aboriginal children, and young people who have disengaged with school.

Take Two also provides a range of research, practice development and consultation services. Our research has provided unique insights into what helps and what hinders children from overcoming childhood adversity.

Take Two is highly committed to providing culturally appropriate support to Aboriginal children accessing our services. We employ Aboriginal staff in dedicated positions and work closely with Aboriginal Controlled Community Organisations across the state.

Our Developmental Specialists Team (including a Neuropsychologist, Occupational Therapist and Speech Pathologist) provide individual client assessments and consultation.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Regular
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Occasional
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Occasional
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily