

Position Description

Administration Officer – Relationship and Parenting Group Programs

Position Details	
Title:	Administration Officer – Relationship and Parenting Group Programs
Level:	SCHADS Award Level 4
Time Fraction:	0.6 EFT
Position Relationships:	Reporting to Coordinator, Relationship and Parenting Groups
Principal Location:	Level 4 – 255 Bourke Street, Melbourne (Visits to other sites as required)
Position Purpose:	To provide high level administrative coordination and support to the family violence program, ensuring operational efficiency, timely documentation, accurate data management and effective communication between staff, clients and partner services

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship and Parenting Groups
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Workplace Matters.

Relationship Matters has been supporting the community through counselling and education for over 75 years and was established and supported by the Anglican Diocese. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with eight physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

POSITION OVERVIEW

This position provides essential administrative and operational support to the Relationship and Parenting Group Program, strengthening our capacity to provide responsive, safe services. The Administrator Officer coordinates program logistics, maintains program data and manages communication with clients, staff and external stakeholders. Working closely with the Coordinator, Relationship and Parenting Groups, group facilitators, practitioners, Client Service Officers this role is central to ensuring service reliability, accountability and a welcoming client experience.

The role requires strong organisational and collaboration skills, empathy, discretion and the ability to remain calm in sensitive and fast paced situations. Strong communication, reliability and attention to detail are essential.

The position is primarily located at the Melbourne CBD site, however some work may be required at the other Relationship Matters sites.

MAJOR RESPONSIBILITIES

Administration

- Provide day-to-day administrative support to the Relationship and Parenting Group program
- Manage program communication and general enquiries with professionalism and empathy.
- Support intake, group and Relationship and Parenting group coordination processes, including managing client and third-party queries, sending reminders, and responding to enrolment and service delivery enquiries and requests.
- Maintain organised digital and physical filing systems, ensuring confidentiality and secure record management.
- Attend and contribute to meetings, including taking minutes and distributing follow-up actions where required.
- Support program logistics such as room and virtual meeting bookings and resource requirements.
- Liaise with and maintain positive relationships with external agencies.
- Develop and share expert skills in the operation of Relationship Matters' client management system.
- Actively participate in supporting the strategic direction of Relationship Matters and the Relationship and Parenting Group Program, including contributing to annual plans.
- Work collaboratively with Management, the Coordinator, practitioners, group facilitators, Customer Service Offices and other staff.

Data Management

- Monitor data integrity and support the program, practitioners and group facilitators to meet data recording requirements.
- Ensure documentation aligns with compliance, privacy and information sharing requirements.
- Prepare regular data summaries and contribute to program reports.
- Support evaluation activities by maintaining participant records and supporting the administration and collection of client feedback.
- Assist the Coordinator to prepare internal and external reports, ensuring information is accurate and clearly presented.

- Track key indicators such as attendance, enrolments, enquiries, waitlists, group transfers and program capacity to support program planning.

Quality, Risk and Safety

- Comply with Occupational Health and Safety legislation and organisational policies.
- Take reasonable steps to identify and prevent risks to health and safety in service delivery and within the workplace.
- Promote a healthy and positive organisational culture.
- Report workplace incidents, hazards, accidents, and emergencies immediately.
- Contribute to analysis, review and development of organisational policies and procedures.
- Participate in quality improvement initiatives within the team and contribute to accreditation and audit activities.
- Review and refine processes, workflows and communication tools to improve efficiency and client experience.
- Perform of other duties as required, provided such duties are within the range of staff member's skill, competence, and training.

KEY SELECTION CRITERIA

- Demonstrated experience in administration and coordination, preferably within community services, not for profit, or related human services environments.
- Strong organisational and time-management skills, with the ability to manage competing priorities, maintain accuracy, and meet deadlines in a fast-paced setting.
- High level interpersonal and communication skills, including the ability to communicate sensitively with clients, colleagues and stakeholders.
- Proficiency in data entry, record keeping and reporting, with attention to detail and advanced skills in using databases and Microsoft Office.
- Capacity to work collaboratively as part of a multidisciplinary team, building positive working relationships while also working independently and taking initiative.
- Understanding of trauma-informed practice principles, and culturally safe practices, or a willingness to learn.

TERMS AND CONDITIONS

- Salary will be negotiated according to qualifications, skills and experience and in accordance with the Social Community Homecare and Disability Services Award 2010.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- All employees are required to sign an Oath of Confidentiality.

- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation is required from time to time.
- Travel to other locations may be required.

ACKNOWLEDGEMENTS

Position:	Administration Officer – Relationship and Parenting Group Programs		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	4 Sept 26
Probationary Review:	Six Months	Date:	