



POSITION TITLE:	Generations Connect Tech Together Program Support Officer
JOB TYPE:	Part-time / Fixed-term 8.5 hours per week over two days
AWARD:	Social, Community, Home Care and Disability Services (SCHCADS) Award
CLASSIFICATION:	SCHADS Award – Social and Community Services Employee Level 2, Pay Point 1 (subject to qualifications and experience in accordance with the Award)
LOCATION:	Level 12/39 Murray St, Hobart
MANAGER:	Generations Connect Program Manager
KEY STAKEHOLDERS:	Generations Connect Program Manager; COTA Tasmania staff; facilitators; schools and education partners; residential aged care homes; community organisations; program participants; suppliers and service partners

About COTA TAS

Our Vision

Tasmania is a place where all people are treated with respect, kindness and dignity, and where ageing is a time of opportunity, contribution and celebration.

Our Mission

We challenge ageism and promote the rights, interests and value of all Tasmanians as they age.

Our Values

- **Respect:** We respect the contribution and experience of all Tasmanians as they age and support each person's right to make choices, be safe, and to participate in the community.
- **Diversity:** We appreciate our differences and are inclusive of a broad range of perspectives and life experiences.
- **Collaboration:** We foster meaningful relationships with older people, each other, our working partnerships, and all members of the Tasmanian community.
- **Trust:** We are open and honest, and we take ethical action informed by evidence.

We are guided by the following principles:

- To maximise the economic, social and political participation of older Tasmanians.
- To challenge ageism in Tasmania, reject negative stereotypes and promote positive views of ageing.
- To redress disadvantage and discrimination in Tasmania.
- To promote interdependence and consciousness across generations in Tasmania.
- To encourage and support services that are valued and used by older people living in Tasmania.

Relevant Legislative Frameworks

- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Personal Information Protection Act 2004 (Tas)
- Anti-Discrimination Act 1998 (Tas)
- Work Health and Safety Act 2012 (Tas)
- Work Health and Safety Regulations 2012 (Tas)
- Australian Human Rights Commission Act 1986 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Mental Health Act 2013 (Tas)
- Guardianship and Administration Act 1995 (Tas)
- Family Violence Act 2004 (Tas)
- Children, Young Persons and their Families Act 1997 (Tas)
- Child and Youth Safe Organisations Act 2023 (Tas)
- Aged Care Act 2024

Knowledge and understanding of relevant strategies and plans

- COTA Tasmania strategic and operational plans and policies.
- Generations Connect Tech Together program plans, funding agreements, procedures and reporting requirements.
- National Principles for Child Safe Organisations and Tasmania's Child and Youth Safe Organisations Framework.
- Aged Care Quality Standards and principles supporting dignity, choice, inclusion and positive ageing.
- Digital inclusion, intergenerational practice and community engagement principles relevant to program delivery.

Position Summary

The Generations Connect Program Support Officer provides practical administrative, logistical and resource support to the Generations Connect Program Manager to enable the efficient delivery and expansion of Generations Connect programs across Tasmania. This includes preparing program materials and communications, maintaining accurate program records, coordinating routine logistics, supporting participant administration and assisting with program evaluation and reporting. Strategic relationships, program development, funding management and high-level stakeholder engagement will remain the responsibility of the Program Manager, CEO and Lead – Advocacy & Engagement.

The role operates under the regular direction and supervision of the Generations Connect Program Manager, working within established templates, checklists and procedures.

Main Duties and Responsibilities:

1. Program administration and support - provide day-to-day administrative support to the Program Manager, maintain program calendars, schedules, contact lists, checklists and filing systems, and assist with routine follow-up with participating organisations as directed.
2. Program resources and materials - prepare, format, print and assemble program resources including flyers, information sheets, participant packs, training materials, activity sheets, signage, name tags, certificates, seating plans, labels and other resources required for sessions, events and celebrations.
3. Participant documentation and records - assist with distribution, collection and accurate filing of participant information forms, consent forms, photo permissions, attendance records, evaluation forms and other required documentation, ensuring privacy and confidentiality requirements are followed.
4. Assist the Program Manager to maintain site readiness checklists ahead of each program cycle, help track and record Working with Vulnerable People (WWVP) card and National Police Check compliance for facilitators, contractors and volunteers, maintain accurate incident and issue logs, and support timely escalation of safeguarding concerns to the Program Manager in line with the program's Governance and Safeguarding Framework.
5. Program logistics - assist with organising session materials, equipment, devices, chargers, stationery, prizes, photographs and certificates; prepare resources for transport to program sites; and help ensure the Program Manager and facilitators have what they need before each program commences.
6. Data, evaluation and reporting support - enter and maintain accurate program data in approved systems, collate attendance and evaluation information, assist with surveys and feedback, maintain simple tracking spreadsheets and prepare information for reports as requested by the Program Manager.
7. Communications and promotional support - assist with drafting and preparing routine program correspondence, flyers, invitations, promotional material and social media content, including making short story videos (content provided by Program Manager and Facilitators); maintain templates and distribution lists; and support communications with schools, aged care homes, community partners and participants under the direction of the Program Manager.
8. Undertake other duties as reasonably required that are consistent with the skills, responsibilities and classification level of the position.

PERFORMANCE EXPECTATIONS:

- Delivers accurate, timely and well-organised administrative and logistical support that helps programs run smoothly and professionally.
- Maintains high standards of accuracy, confidentiality, record keeping and presentation across all program materials and participant information.
- Works collaboratively, communicates respectfully with people of all ages and backgrounds, identifies practical issues early and refer them promptly to the Program Manager follows through on agreed tasks within required timeframes.

POSITION REQUIREMENTS:

Relevant experience in administration, program support, community services or a related field is desirable. The position requires practical administrative and organisational skills and the ability to undertake routine program support activities within established procedures and under the general direction of the Program Manager.

Relevant skills and knowledge may have been developed through previous work experience, on-the-job training or other relevant experience.

The successful applicant will demonstrate the ability to follow established procedures, use initiative within the scope of the role, organise their day-to-day workload and seek guidance from the Program Manager where required.

This position requires that you are able to fulfil the compliance requirements of this position, namely a clear:

- National Police Check
- Working with Vulnerable People Card (WVPC) Tasmania check
- A signed confidentiality agreement ahead of commencing.

KEY RELATIONSHIPS

REPORTS TO

- Generations Connect Program Manager

INTERNAL

- Generations Connect Program Manager
- Lead – Advocacy & Engagement
- CEO
- Administration and Finance Officer

EXTERNAL

- Suppliers

- Service and program partners
- Facilitators
- Residential aged care homes and staff
- Community organisations and service providers
- Tasmanian schools and teachers

KEY ATTRIBUTES and SKILLS:

- Strong sense of purpose and connection to COTA Tasmania's Vision, Mission and Values, with a genuine interest in positive ageing, digital inclusion and intergenerational connection.
- Strong organisational and time management skills, with attention to detail and the ability to manage multiple practical tasks and deadlines within established priorities while working both independently and as part of a team.
- Warm, respectful and inclusive communication skills, with the ability to engage appropriately with older people, young people, school staff, aged care staff, community partners and colleagues.
- Sound proficiency in information technology, including Microsoft Office 365, Canva or similar design tools, CRM/database platforms and data reporting systems, with the ability to quickly learn new systems.
- Experience preparing professional documents and program resources such as flyers, certificates, name tags, forms, invitations and information packs, with strong written communication and proofreading skills.
- Ability to maintain accurate records, handle personal information sensitively and comply with privacy, confidentiality, child safety and organisational requirements.
- Practical and flexible approach to completing tasks accurately and to deadline, including willingness to assist with program/event set-up, resource preparation and occasional intrastate travel as required.
- Knowledge of Work Health and Safety (WHS) requirements and risk management principles relevant to office, community and program environments.

PLEASE KEEP A COPY OF THIS STATEMENT OF DUTIES FOR YOUR RECORDS