

Position Description

Position Details	
Role title:	Practice Advancement Support Officer
Location:	Hybrid Melbourne office and work from home
Department:	Social Work Advancement
Hours of work:	Full Time
Tenure:	Ongoing
Date:	October 2026
Position Purpose	
<p>The Practice Advancement Support Officer provides administrative and operational support across the Social Work Advancement portfolio, supporting the effective delivery of professional learning, member-led groups and networks, communications and other portfolio activities. The role plays a key part in the administration, coordination and logistical support of capability-building initiatives and member activities.</p> <p>The Advancement Officer undertakes event and meeting administration, maintains systems and records, supports communications, responds to enquiries and provides operational support to ensure the effective delivery of Social Work Advancement services for members and the profession.</p>	
About AASW	
<p>The AASW is the peak body for social workers in Australia, representing more than 18,000 members across every state and territory. We set the benchmark for professional education and practice while championing social justice, human rights and policies that improve the lives of individuals, families and communities.</p> <p>The AASW has embarked on an ambitious period of change and renewal. Social workers have been clear about the Association they want. They want an organisation that is affordable, transparent, locally connected, professionally credible and a respected national voice for the profession. They want an AASW that listens to its members, protects professional standards, supports Branches, stands alongside First Nations social workers and communities, and advocates with confidence for the value and impact of social work.</p> <p>Our focus is on building trust, strengthening governance, putting members back at the centre of decision-making, and creating a stronger, more responsive and more influential professional association.</p> <p>With a new strategic direction, we are reshaping the AASW to become a genuinely member-centric organisation, one that is informed and driven by the knowledge, experience and leadership of social workers working in communities across Australia. As government expectations, workforce challenges and community needs continue to evolve, the AASW is strengthening its role as the national voice of the profession and a trusted advocate for evidence-informed policy and social change. If you are motivated by purpose, enjoy influencing public policy and want to contribute to meaningful change, there has never been a more exciting time to join the AASW.</p>	
Our Values	
<p>AASW employees are expected to operate by the aims and intent of our shared values.</p> <ul style="list-style-type: none"> • Respect: Trust, openness, compassion, and reflection • Collaboration: Teamwork, shared vision, and collegiality • Integrity: Responsibility, authenticity, and courage • Accountability: Engagement and outcome delivery • Responsiveness: Agility, self-awareness, and curiosity 	

Key Areas of Accountability
<p>Administrative and Activity Support</p> <ul style="list-style-type: none"> • Provide first-line coordination and support for member-led networks including branches, practice and networking groups, responding to enquiries, coordinating administrative processes and facilitating connections with relevant AASW teams. • Provide administrative and operational support across the Social Work Advancement portfolio including professional learning activities, webinars, workshops, forums, member-led groups, networks and other activities. • Coordinate logistical requirements including venues, catering, presenters, resources and online meeting arrangements. • Prepare correspondence, agendas, minutes, reports and other documentation. • Coordinate meetings, distribute documentation and monitor follow-up actions. • Maintain records, templates, procedures and administrative systems. • Manage registrations, attendance records, participant communications and post-activity administration. • Maintain activity, participant and presenter records and support evaluation activities. • Respond to routine enquiries relating to Social Work Advancement services, activities and events. • Support routine communications and administrative workflows across the portfolio. <p>Systems and Records Administration</p> <ul style="list-style-type: none"> • Maintain accurate information in Salesforce and other organisational systems. • Manage administrative records, databases, mailing lists and portfolio documentation. • Support data collection, reporting and evaluation activities. • Ensure information is recorded accurately and maintained in accordance with organisational requirements and procedures. • Escalate enquiries, issues or requests requiring specialist advice, professional guidance or decision-making. • Contribute to the ongoing maintenance and improvement of administrative systems and processes. <p>Team Support</p> <ul style="list-style-type: none"> • Provide administrative and operational support for projects, initiatives and activities across the Social Work Advancement team. • Assist with scheduling, travel, procurement and other operational requirements. • Liaise with internal teams and service areas, including Finance, Membership, Communications, Technology and People & Culture, to coordinate administrative processes and support the delivery of activities and services. • Work collaboratively across teams to support the effective delivery of member services, professional learning and portfolio activities. • Contribute to continuous improvement, effective team operations and organisational priorities.
Key Selection Criteria
<ul style="list-style-type: none"> • Demonstrated experience providing high-quality administrative and coordination support within a professional, membership, not-for-profit, education, health, human services or similar environment. • Demonstrated ability to work collaboratively and build positive working relationships in a service-focused environment, using initiative, adaptability and practical problem-solving skills to support the effective delivery of activities and services. • Experience coordinating meetings, events, programs or activities, including managing schedules, registrations, logistics, communications and documentation. • Strong organisational skills and ability to manage competing priorities, meet deadlines and maintain attention to detail in a busy environment. • Well-developed written and verbal communication skills, including the ability to prepare correspondence, meeting documentation and routine communications. • Demonstrated experience using databases, customer relationship management (CRM) systems and digital collaboration tools to manage information, maintain accurate records and support the effective delivery of activities and services.

Desirable Requirements

- Experience working in a membership organisation, association, professional body or not-for-profit organisation.
- Experience using Salesforce or similar CRM systems.

Key Compliance Requirements

All employees are required to:

- Comply with AASW policies, procedures, values and the Code of Conduct.
- Undertake duties in accordance with relevant legislative, regulatory and professional obligations, including work health and safety, privacy, equal opportunity, record keeping and financial management requirements.
- Participate in mandatory training and maintain compliance with organisational requirements relevant to the role.
- Contribute to a safe, respectful and inclusive workplace.
- Police check and other employment-related screening may be required as part of the employment process

Acknowledgment and Acceptance

This position description is intended to describe the general nature and responsibilities of the role. Responsibilities may change over time to reflect organisational priorities and operational requirements.

Employee Acceptance

Print name:	Signature:	Date:

Employer Acceptance

Kerryn Pennell, CEO		
	Signature:	Date: