Program Support Officer Position Description

Position Title:	Program Support Officer
Employment type:	0.8 – 1.0 FTE negotiable, 12 or 18 month contract
Department:	Western Integrated Family Violence Committee
Location:	This role involves work from home, on locations across member agencies in the West Metro, and at GenWest, 317-319 Barkly Street, Footscray, VIC, 3011
Salary:	SCHADS Level 5, pay point dependent on experience
Reporting To:	Principal Strategic Advisor
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) This means we can employ only women and gender diverse people, or people from a particular cultural background when required.
Child safe standard:	GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Childrens Check is required (WWCC)

About the Role

The WIFVC Program Support Officer reports to the Principal Strategic Advisor (PSA) and is part of the Western Integrated Family Violence Regional Integration Committee (WIFVC) team auspiced by GenWest.

The purpose of this role is to support the WIFVC's capacity to coordinate quality, tailored, and relevant activities in partnership with the western metro service system agencies under the five strategic priorities of the FVRIC:

1. Leading initiatives that support service integration and system improvements;
2. Supporting implementation, monitoring and evaluation of family violence reform initiatives;
3. Developing an evidence base to inform planning, prioritisation of system improvement initiatives and advocacy for system change;
4. Building workforce capacity and capability;
5. Effective cross-sectoral governance for system leadership.

The Program Support Officer responsibilities underpin the work of the WIFVC Secretariat to meet all of the above priority areas in the initiatives delivered under the Annual Action Plans and Strategic Plans.

Role duties/Responsibilities/Tasks

As a Program Support Officer, supported by the Principal Strategic Advisor, you will be responsible for:

Events, meetings and stakeholder administration

- Coordinate WIFVC events, forums, workshops and member activities, including venue/technology arrangements, registration systems, invitations, run sheets, participant management, resources and post-event evaluation.
- Lead coordination tasks of the WIFVC Workforce Strategy, MARAM Sector Support Program activities (where relevant), and MARAM Collaborative Practice training, as directed by the Principal Strategic Advisor
- Maintain stakeholder and member contact lists, distribution lists and participation records and support analysis of engagement gaps, including Member Review, Governance Group election, and other relevant member initiatives.
- Prepare meeting materials, agendas, minutes/action registers, summaries and follow-up correspondence as required.
- Provide professional and responsive administrative contact for trainers, members and partner organisations.

Policy and project support

- Support consultation processes, including scheduling, notes, survey administration, synthesis of feedback and maintaining project records.
- Assist with drafting routine sections of reports, workplans, briefings, resources and project documentation.
- Maintain project plans, action registers and reporting trackers to support timely delivery of WIFVC priorities.
- Document and file management, including updating and recording key files, entering invoices to support financial processes and budgeting, and updating records to support WIFVC function.

Communications and resource production

- Prepare and distribute routine communications, including eNews content, training and event communications, website updates, invitations, fact sheets, presentations and branded templates.
- Use platforms such as Mailchimp, Canva, Humanitix/Eventbrite, Microsoft 365, Sqarespace, and website content-management systems to support efficient delivery and consistent branding, including regular reporting on analytics
- Support production and accessibility checking of WIFVC resources and maintain organised digital files and version control.
- Oversee WIFVC and WIFVC training inboxes, including responding to member and trainer queries, escalate to PSA where required

Team participation

- Adhering to all Work, Health, and Safety protocols
- Adhering to the Code of Conduct at GenWest and displaying at all times workplace respect
- Supporting with internally shared team responsibilities and contribute to positive team culture in the context of a small and part-time team overseeing multiple complementary projects

Skills, Qualifications & Experience

GenWest recognises that the land on which we work and provide our services always was and always will be Aboriginal land. We pay our respects to Elders past and present. We proudly acknowledge the Aboriginal and Torres Strait Islander communities across Naarm's west, their rich culture, diversity, histories and knowledge, and the contribution they make to the life of this region.

Essential

- Tertiary qualifications in social work, community development, gender studies, and/or a social policy discipline or a related field. Less formal qualifications will be considered along with substantial years of relevant experience
- Strong organisational and time management skills
- Capacity to exercise initiative as well as to work effectively within a team environment
- Ability to liaise with variety of stakeholders in a professional manner
- Demonstrated understanding and use of Canva, Eventbrite, Mail Chimp and the Office 365 Collaborative online environment
- Well-developed interpersonal and written communication skills
- IT skills, including intermediate Word formatting, intermediate Excel, document design and production, and Outlook

Desired

- Basic knowledge of family violence
- Experience in web-based content management and expansion (preferably Squarespace)
- Working knowledge of the MARAM Framework, Information Sharing Schemes, family violence sector and reforms.
- General understanding and/or knowledge of the western suburbs

Acknowledgement

This position description may be reviewed.

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

Employee Name:	**Signature:**	**Date:**