



Program Administration Officer

Position Description

Context

Multicultural Centre for Women's Health (MCWH) is a national, community-based organisation which is led by and for women from immigrant and refugee backgrounds. We are committed to advancing the health and wellbeing of immigrant and refugee women, through our research, leadership, education and advocacy: our experiences, our stories and our voices.

MCWH works together with immigrant and refugee women, community organisations, health practitioners, employers, communities and governments to build and share knowledge, achieve equity and improve health and wellbeing for immigrant and refugee women.

Position objective

To provide administration and reception support for programs and projects.

Organisational Relationships

Internal

The Program Administration Officer reports to the Program Development Manager

External

Relevant federal, state and local government departments; funding bodies; national, state and regional research, service delivery and policy bodies; media; community organisations.

Extent of Authority

Day-to-day provision of administrative support for MCWH programs and projects in line with MCWH policies and procedures

Key Responsibilities

Administration and reception support

- Conduct administration that is related to programs and projects;
- Photocopy multilingual resources in preparation for health education programs and projects;
- Act as a liaison point between MCWH BHE's and community groups and other stakeholders requesting health education sessions;
- Administer all logistics, including venue and catering bookings; car maintenance and bookings, letters of engagement and reschedules;
- Process requests for attendance at training programs and seminars;
- Provide reception for the organisation, including arranging front-of-office displays

General (Responsibilities carried out by all staff)

- Represent MCWH externally as required;
- Undertake appropriate relationship analysis to inform work priorities;
- Prepare articles for publication or presentation as required;
- Participate in planning, development and evaluation of the organisation;
- Develop a regular work plan and participate in regular performance appraisal and professional development;
- Prepare work reports as required;
- Participate in ongoing roster systems;
- Other duties consistent with the role and as negotiated with the Program Development Manager.

Selection Criteria

Essential

- Experience in an administration role;
- Demonstrated understanding of administrative functions and office practices;
- Proven skills in using Access, Word, Excel, Outlook and PowerPoint;
- Experience with Social Media;
- Highly developed customer service skills;
- Excellent communication and interpersonal skills;
- Ability to work independently as well as co-operatively;
- Driver's license.

Highly Desirable

- Willingness to plan annual leave outside of the scheduled health education period;
- Experience with Access Databases and Report Writing;
- Fluency in a relevant community language;
- Commitment to and understanding of immigrant and refugee women's health from a feminist perspective.

Special Requirements

Some evening or weekend work may be required from time to time.

Salary & conditions

- Part-time position, 22.5 hours per week (across 4 – 5 days);
- SCHCADS Award Level 4 (pay point depending on experience and qualifications).
- Additional Benefits Available:
 - Salary packaging-tax benefit;
 - Meal entertainment program;
 - Above-award leave entitlements.

Period of appointment

Permanent part-time, pending successful completion of a 3-month probationary period.

(Exemption No. A148/2012)