

Position Details:

Communications and Program Support Officer

Position Title	Communications and Program Support Officer
Employment Type	Permanent Part time 0.6 EFT (45.6 hours per fortnight)
Exemption	This position is open to women and gender diverse people EOE H319/2022
Location	Women's Health In the North (WHIN), 680 High St, Thornbury, Victoria, 3071. Flexible working arrangements can be negotiated.
Reports to	The Communications and Program Support Officer is a member of the Northern Integrated Family Violence Services (NIFVS) team, and reports to the MARAMIS and Workforce Development Coordinator.

Organisational Context

WHIN is the women's health promotion and advocacy organisation for the northern metropolitan region of Melbourne (NMR). WHIN is a not-for-profit member-based organisation committed to improving the health, safety and wellbeing of women and gender diverse people.

WHIN works to eliminate gender inequalities and improve the health, safety and wellbeing of women and gender diverse people. We do this through leadership, advocacy, training, research and strategic partnerships.

The NIFVS team includes a Principal Strategic Advisor, a MARAMIS and Workforce Development Coordinator, and a Communications and Program Support Officer. The NIFVS team supports the operations and key strategic priorities of the Family Violence Regional Integration Committee (FVRIC). The FVRIC is an alliance of family violence (direct and indirect) service providers across Melbourne's Northern Metropolitan Region who work collaboratively to improve system responses, integration, and alignment, and service users' experiences.

Position Summary

Key Objective	The NIFVS Communications and Program Support Officer plays an integral role in the delivery of strategic business improvements and system enhancements. The role is responsible for the development of high-quality communications, documentation and resources that support the work of the NIFVS team, the
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	<p>Family Violence Regional Integration Committee (FVRIC) and that of Women's Health In the North (WHIN).</p> <p>The role is responsible for developing and maintaining effective communications across Melbourne's Northern Metropolitan Region (NMR) and the two Department of Family, Fairness and Housing (DFFH) areas of Hume Meri-bek and North Eastern Metropolitan Area (NEMA) via the NIFVS website, e-news, social media and other initiatives.</p> <p>The role will support the delivery of NIFVS projects and Family Violence sector development activities.</p> <p>Highly developed IT, research, written and interpersonal skills are vital in this role.</p> <p>A theoretical and practical understanding of family violence issues and family violence service system is highly desirable.</p>
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Key Result Areas

<p>Development of High-Quality Communications and Resources</p>	<ul style="list-style-type: none"> • Review existing and develop and implement a new Communications Strategy which will extend both the reach and visibility of NIFVS FVRIC across the NMR. • Develop content, maintain and review NIFVS website, e-news and social media platforms. Analyse and report on communication activity including analysis of website and e-news traffic and access. • Research, develop and regularly update practical resources that respond to regional priorities and support quality practices by using the knowledge of regional experts.
<p>Program Support</p>	<ul style="list-style-type: none"> • Provide technical, administrative and IT support to all workforce development, training, and sector development activities. • Develop and maintain project documentation, including general and statistical reports, spreadsheets and registers, and as required meeting agendas and minutes. • Support the planning, implementation, and evaluation of large-scale NIFVS projects. • Provide technical and administrative support across a range of NIFVS team activities.
<p>Strategic Networking and Liaison</p>	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with subject matter experts and partners including those with lived experience, practitioners, and organisational leaders to support business critical processes and workflows. • Consult with partner agencies to develop resources that will improve family violence responses across the NMR and in line with FVRIC Annual Action Plans. • Provide high-level advice, guidance, and support to FVRIC working groups as required.

Collaboration and Teamwork	<ul style="list-style-type: none"> • Actively participate as a member of the NIFVS team and contribute to a strong, positive, and productive team culture. • Participate in regular supervision and annual performance assessment processes. • Participate in and contribute to all NIFVS team meetings, WHIN staff meetings and FVRIC partnership meetings as required. • Participate in and contribute to strategic planning, annual action plans, teamwork plans and staff development activities. • Apply both WHIN's and the FVRIC's vision, mission, and values to achieve strategic priorities and objectives.
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Key Selection Criteria

Please note: all applications must contain a statement addressing each of the essential key selection criteria separately.

Essential	<ol style="list-style-type: none"> 1. Tertiary qualification in social work, community development, project management, information technology, gender studies, and /or a social policy discipline. 2. High level computer literacy skills including knowledge of the Microsoft Office Suite, WordPress website design and maintenance, Mail Chimp and other survey platforms and applications, Better Impact, and other business process management tools. 3. Demonstrated ability to develop high quality written materials with exceptional attention to detail. 4. Demonstrated time management skills with the ability to work independently and autonomously whilst also working as part of a team and responding flexibly to team demands and priorities. 5. Understanding of, and commitment to intersectional feminism and women's health, safety, and wellbeing. 6. Sound knowledge of the family violence service system and relevant government policy.
Desirable	<ul style="list-style-type: none"> • Knowledge of Melbourne's northern metropolitan region. • Victorian Driver's Licence.

Remuneration

All WHIN staff are employed under the conditions set out in its workplace agreement. This role is classified equivalent to a level 5 position in the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS), with a salary of \$96,674.73 (pay point 1) to \$101,054.87 (pay point 3) per annum for the full-time position, including a 3% above award as per WHIN's current Employment Agreement (EA) (\$58,004.84 to \$60,632.92 for the 0.6 EFT), exclusive of Superannuation.

Benefits

- Salary 3% above the award
- Flexible working arrangements including the ability to work from home
- The organisation offers employees the opportunity of salary packaging of up to \$16,050 per annum (\$30K grossed up). Salary packaging increases the value of the net salary (depending on personal taxation situation). (Salary packaging is subject to legislative requirements and in accordance with WHIN's policy.)
- In addition to four weeks annual leave staff are granted a further three days leave (grace-in-favour days) across the Christmas/New Year period
- Generous personal leave arrangements
- Time-in-lieu policy

Performance Monitoring

All new appointments are subject to a six-month probationary period.

Regular supervision is provided by WHIN, during which workload and performance are monitored.

WHIN conducts yearly performance review and appraisals.

Application Details

All applications must contain a statement addressing each of the key selection criteria separately. Details of how to do this can be found here: <https://careers.vic.gov.au/how-to-reply-to-selection-criteria>

Referees, including a recent line manager, will be required if applicants are shortlisted after interview.

Women and gender diverse people from migrant, refugee, and Aboriginal and Torres Strait Islander communities are encouraged to apply.

Overseas applicants must confirm that they possess the relevant Australian work permits.

Please send applications to the following email address with your name and 'Confidential' in the subject line to: jobs@whin.org.au

CLOSING DATE FOR APPLICATIONS Sunday 24 September 2023

Further Information

Successful applicants will be required to enter into a Privacy and Confidentiality Agreement, undergo a police check, and obtain a Working with Children's permit if required.

If you have specific queries about this position, please contact Veronica Hunt, Principal Strategic Advisor, NIFVS FVRIC via email veronica.h@whin.org.au or telephone 03 9968 1125.