

<b>POSITION TITLE:</b>	<b>Brokerage Officer</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool – travel throughout the Wimmera South-West DFFH region and to Melbourne may be required</b>
<b>CLASSIFICATION:</b>	<b>Social, Community, Home Care and Disability Industry Award 2010. Level 3-4 Pay Point dependent on skills and experience</b>
<b>TEAM:</b>	<b>Corporate Services</b>
<b>EMPLOYMENT:</b>	<b>0.6 EFT – 12 month contract</b>

## OUR ORGANISATION

**Emma House Domestic Violence Services Incorporated (EHDVSI)** was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South-West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

As a specialist family violence agency providing services to women and children victim survivors of family violence, Emma House holds an exemption under section 89 of the Equal Opportunity Act 2010 to only employ people who identify as female.

## ROLE CONTEXT

Corporate Services provides a comprehensive range of management and support services across the organisation in the areas of Finance, Information Technology, Records Management, Human Resources, Risk, Facilities Management, Corporate Compliance, Audit and Reception & Administration.

## PRIMARY PURPOSE OF THE ROLE

The Brokerage Officer is part of the team responsible for administering flexible support packages to women and children experiencing family violence. The position is responsible for providing a range of operational and administrative services with a particular focus on administration and data entry associated with the disbursement of the flexible support packages. Using excellent interpersonal and organisational skills, this position is responsible for data entry, managing telephone calls, correspondence, and to support the administration of flexible support packages.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the Agency's services to achieve improved outcomes for clients.

## REPORTING RESPONSIBILITIES

The position directly reports to the Finance and Payroll Officer but is expected to work collaboratively across the entire agency.

## KEY RESPONSIBILITIES

### Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice
- Commitment to maintaining an up-to-date knowledge base on issues relevant to domestic and family violence practice.
- Willingness to participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan as negotiated with the Executive Officer

### Administration, Documentation and Reporting

- Manage and respond to all inquiries relevant to the administration of FSPs.
- Once applications are approved assist with all aspects of the implementation process through to completion. This includes ensuring all invoices have been processed and/or relevant documentation completed, approved and submitted to finance.
- Ensure all FSP application documentation is accurate, complete and kept up-to-date in relevant data systems e.g. SHIP, FSP database.
- Respond to queries relating to the supply of items, including those from suppliers.
- Maintain confidentiality regarding workplace practice, information and communication.
- Respond to requests for reports and other written documents, ensuring that all material is accurate and completed in a professional and timely manner.
- Provide other general administrative support across the agency when required in relation to FSPs.

### Technical Skills and Knowledge

- Accurate data entry of FSPs and associated filing.
- Preparing supplier payments.
- Answering and investigating supplier queries.
- Liaise with organisation staff regarding invoice payment
- Assist the finance and payroll officer to payment runs and administer online EFT and cheque payments.
- Other ad-hoc administrative tasks.

### Communication and Teamwork

- Respond with a customer focussed approach to all FSP enquiries both internally and externally.
- Respond to all FSP enquiries
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

## **Continuous Quality Improvement**

- To participate in the organisation's CQI processes
- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

## **Workplace Health and Safety**

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

## **Additional Duties**

- Undertake regular tasks as per requirements
- Work within the required financial parameters of the service
- Willingness to undertake additional duties as directed and / or negotiated with the Executive Officer
- Arrange and provide coverage for those staff supervised during times of absence or leave
- Other administrative duties as required

## **Pre-Employment Screening**

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children.

Where the Key Selection Criteria outlines mandatory qualifications an original of these must be sighted by the line manager or Corporate Services manager and retained

In accordance with the COVID-19 Mandatory Vaccination (Workers) Directions, pursuant to section 200(1)(d) of the Public Health and Wellbeing Act 2008 (Vic) Emma House is a mandated workplace, therefore staff are required to be vaccinated against COVID 19 and provide proof of vaccination status or evidence of exemption from the Australian Immunisation Register.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Certificate IV in Bookkeeping, Finance or Business or equivalent work experience.
- Current Victorian Drivers Licence
- Nationally Coordinated Criminal History Check (Police Check)
- Current Working with Children Check or valid exemption
- International Police Record Check (only required where staff have lived overseas for 12 months or longer in one country in the last 10 years)

## Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated experience in either an accounts administration or administrative support role, preferably in the not for profit sector
- Have a high level of computing skills, including Microsoft Office (Excel, Word, Outlook).
- Meticulous attention to detail.
- A high level of administration and time management skills applied with a proactive approach, along with a demonstrated ability to meet deadlines, including flexibility in adjusting to changing priorities.
- Proven ability to adhere to confidentiality requirements for employee and organisational information.
- Demonstrated knowledge and understanding of appropriate legislation and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of stakeholders.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations
- Commitment to the vision, philosophy and objectives of EHDVSI
- An awareness of key agency stakeholders
- Knowledge of the principles of gender inequality and feminist theory

## EMPLOYEE BENEFITS

We offer our staff:

- A supportive team environment, working alongside other highly talented professionals and support staff who strive for human rights and excellence in service delivery
- A strong commitment to your professional development, personal development and mental health
- A flexible working environment
- 4 weeks annual leave
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).
- 10 % Superannuation contribution
- Competitive salary
- Salary package and conditions are in accordance with the contract of employment.

## AUTHORISED BY:

NAME: Cindee Richardson

POSITION: Executive Officer

DATE: May 2022