

SITATION TITLE:	Executive Assistant
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South-West DFFH region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 4-5. Classification and Pay Point dependent on skills and experience
TEAM:	Senior Leadership
EMPLOYMENT:	0.8 to FULL TIME

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

The Executive Assistant provides a range of executive support and coordination functions for the Executive Officer, whilst working with the Board, Leadership Team and key internal and external stakeholders to assist and support the EO in the execution of their role and responsibilities.

PRIMARY PURPOSE OF THE ROLE

The Executive Assistant is responsible for the provision of high-level proactive executive, administrative and secretarial support to the Executive Officer, Client Services Manager, Principal Solicitor and Corporate Services Manager of EHDVSI as well as providing executive assistance to the EHDVSI Board. This position requires the ability to be highly organised and to work to strict deadlines, as well as support to other areas of the agency.

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 Executive Officer but is expected to work collaboratively across the Senior Leadership Team and Corporate Services Division.

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

- Provide additional governance support as required including support with the development of governance policies and subcommittee Terms of Reference
- Manage, prepare and review communications ensuring timeliness and accuracy to support the achievement of business requirements.
- Collate and provide reports to the EO and/or Leadership Team as required.
- Diary management and travel coordination for the EO and, as required, the Board Chair.
- Email management including responding and prioritising for the EO.
- Preparation and editing of external documents, speeches and presentations made by the EO
- Work with the Board Chair and EO to prepare and distribute meeting agendas and papers and ensure quality control of the papers delivered to Board Directors
- Attend, minute and prepare action lists for meetings chaired by the EO and Board Chair.
- Prepare and provide management over all meeting action lists, ensuring the relevant people are tasked accordingly and prompted when deadlines approach (for example Board meetings, Leadership team meetings)
- Prepare and distribute orientation and induction packs for new Board Directors and sub-committee members
- Provide administrative support for the Board Chair and EO in preparation for the Annual General Meetings.

Technical Skills and Knowledge

- Assist in coordinating the agenda and minutes for the Senior Leadership Group meeting
- Write reports and assessments ensuring best practice and professional standards for written correspondence are adhered to

Communication and Teamwork

- Act as the Executive Officers primary point of contact, analysing and actioning requests in order to prioritise urgent and often sensitive matters
- Ensure that the EO and or Leadership Team members are aware of issues relating to stakeholder relations at the earliest opportunity
- Coordinate all media requests
- Manage social media and content for the agency
- Manage confidential and sensitive documentation with appropriate discretion and integrity.
- Manage incoming calls, emails and correspondence, proactively determining significance and managing distribution including the redirection of enquiries to appropriate personnel.

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
- Carry out special projects and other duties as allocated by the Executive Officer

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

- A minimum qualification of a Diploma Management, Business or related field or equivalent 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:

- Previous experience in the role of Executive Assistant or other high level administrative role supporting senior management
- Experience working within a multidisciplinary team, and liaising with key internal and external stakeholders.
- Excellent written and verbal communication skills with strong attention to detail.
- Demonstrated commitment to, and understanding of, continual professional and personal development
- High level of communication and interpersonal skills, including the ability to problem solve and negotiate with staff at all levels to a successful outcome. Strong organisational and time management skills are also required.
- Flexibility and excellent organisation skills with the ability to juggle competing tasks and priorities.
- The ability to develop professional, trusting relationships with a variety of people.
- Demonstrated ability to prepare and format high quality reports and documents for internal and external use often within short time frames.
- Ability to develop communication pieces written in a senior leader's style.
- Patient and empathetic with a willingness to be involved with all levels of the organisation.
- Excellent information technology skills and advanced proficiency in Microsoft Office Suite.
- An awareness of key agency stakeholders
- Knowledge of the principles of gender inequality and feminist theory
- Experience in community-based health or not for profit organisation

Other requirements

- Some out of hours work may be required to attend once monthly board meetings.

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