

**Program Administration Officer
Position Description
November 2024**

Title:	Program Administration Officer
Classification:	Administrative Officer Grade 1 Level A to Administrative Officer Grade 2 Level C
Salary:	\$60,275.10 to \$69,825.59 pro-rata plus the applicable Superannuation Guarantee Rate per annum (According to Djerriwarrh's internal scale). Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.
Status:	Full time/Part time
Award:	Labour Market Assistance Industry Award 2020

ORGANISATIONAL CONTEXT:

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's Mission Statement is 'empowering individuals and local communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Jobs Victoria Mentors (JVM)
- Parent Pathways

DJERRIWARRH'S VALUES:

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

POSITION OBJECTIVES:

The Program Administration Officer is responsible for working with and supporting the Program Team Line Supervisor.

The Program Administration Officer will work under the direction of the Program Team Line Supervisor to support the delivery of the relevant program. The Program Administration Officer supports the business with administrative duties, staff support and client interface.

The primary focus is to ensure: all clients and staff are well supported; the business complies with all contractual requirements; organisational plans are adhered to; training delivery and record-keeping timelines are monitored and adhered to; and, services are professionally delivered to our clients and stakeholders.

Position may be required to work at other sites.

DUTIES & RESPONSIBILITIES

- Maintain administrative requirements as outlined in the relevant program contracts, including ensuring accurate student program records and comprehensive filing systems are maintained.
- Maintain and accurately input data into the Student Management System, client databases and other administration records within required timeframes.
- Assist in developing and maintaining the client database and other administrative records including class lists and student intakes.
- Liaise with the general public, students, staff and external agencies, assisting with enquiries and ensuring programs requirements are met.
- Support receptionist duties when required.
- Perform other duties required by Line Supervisor.
- Assist site-specific and Djerriwarrh staff meeting and training, as required, including travel to other sites where necessary.

CONDITIONS OF EMPLOYMENT:

The Program Administration Officer is a full time or part time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$60,275.10 to \$69,825.59 pro rata plus superannuation. This position may access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Police and Working with Children Checks. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures (including updated COVID-19 Safe practices and plans) and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, including Chief Health Officer Directions, regarding COVID-19 safe practices and requirements.

Site flexibility

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Drivers licence

A current driver's licence is desirable.

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA

Mandatory:

- KSC 1: Demonstrated experience working in a cooperative team environment in pursuit of team goals.
- KSC 2: High level customer service skills.
- KSC 3: High level communication skills including working with a range of stakeholders and culturally and linguistically diverse groups.
- KSC 4: Proven ability to manage time and prioritise workload.
- KSC 5: High level organisational and administrative skills.
- KSC 6: High level computer skills with demonstrated experience using student management systems and Microsoft Office software, in particular Outlook, Word and Excel.

QUALIFICATIONS/SPECIAL REQUIREMENTS:

Experience in administration in an education and training setting desirable.

REPORTS TO:

Program Coordinator or Manager (AMEP or SEE)

SUPERVISES:

N/A

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - ▶ Racial Discrimination Act 1975
 - ▶ Sex Discrimination Act 1984
 - ▶ Disability Discrimination Act 1992
 - ▶ Disability Act 2006
 - ▶ Equal Opportunity Act 2010
 - ▶ Charter of Human Rights and Responsibilities Act 2006
- Services are conducted in compliance with relevant sections of the:
 - ▶ Privacy Act 1988
 - ▶ Freedom of Information Act 1982
- Djerriwarrh is a child safe organisation and complies with:
 - ▶ Child Wellbeing and Safety Act 2005
 - ▶ Worker Screening Act 2020
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.
- COVID-19 Response – Djerriwarrh complies with all current government and health expert advice for conducting a COVID-Safe business and has established COVID-Safe Plans across all our service and administrative site locations.

Declaration	
My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.	
Employee	Name: Signature: ___/___/___
Manager	Name: Signature: ___/___/___