

## POSITION DESCRIPTION

Position:	Administration Lead
Reports to:	Chief Operating Officer
Direct reports:	1
Status:	Full Time
Location:	East Melbourne / Hybrid
Level:	SCHADS Level 5+ based on experience + Superannuation + Salary packaging

## ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 30,000 women and children experiencing family violence throughout our 40 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

### Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch’s 2022-2025 Strategic Plan [here](#).

## POSITION SUMMARY

The Administration Lead will work across various programs across our service continuum to implement systems and processes which assist with the delivery of training, projects, events, outward facing initiatives, and overall operational support. This is a true cross functional coordination and administrative support role which will require a strong organisational and stakeholder engagement focus. The role will be supported by the Corporate Services Officer.

The Administration Lead will play a key role in engaging internal and external stakeholders to build relationships with family violence sector organisations, multicultural and ethno-specific community groups.

Reviewed: Chief Operating Officer	Date: 16 July 2024	Version 1.0
Authorised: Chief Executive Officer	Date: 16 July 2024	

The incumbent will manage commercial arrangements with various providers while coordinating training and capacity building. This role is vital to the successful delivery of the work undertaken by these teams in supporting women and children experiencing family violence, moving beyond family violence, and the sectors that engage with them.

**KEY RELATIONSHIPS**

Internal	The incumbent is expected to develop and maintain respectful and effective working relationships will all inTouch staff and Board members, independent contractors, NOOR Survivor-Advocates, students and volunteers.
External	Refugee and migrant communities, government, stakeholders, project partners, contractors and partners/agencies within and outside the family violence service sector.

**POSITION ACCOUNTABILITIES**

- Support the administration and coordination of programs, events and training sessions including registration, venue booking, catering, allocating trainers, preparing materials, collating resources, and evaluation materials.
- Provide administrative support, including managing information requests from event or training attendees, responding to training and general queries, tracking and managing program waitlists and attendee lists, data entry and maintenance, software and systems usage, timely payments, and other supporting activities.
- Assist with coordinating feedback mechanisms to support program evaluation and reporting.
- Support programs with quality monitoring, risk management, consent requirements, collation of data and preparation of reports.
- Consult closely with team and program managers across various functions to support activities ranging from capacity building projects, training, group activities and strategic initiatives to ensure high quality delivery.
- Support internal and external relationships with agencies and individuals, including timely response to enquiries and providing up-to date information and referral.
- Supporting the management and transactions of various admin/program inboxes and manage program calendars.
- Support the coordination and maintenance of promotional material for distribution.
- Support business development activities across all groups as requested.
- Oversee effective utilisation of IT systems, including LMS, Learning CRM and Web interfaces.
- Support collaborative engagement with external service providers such as training developers, sector specialists, interpreters, consultants etc.
- Continuously review and improve systems and processes to drive efficient and scalable service improvements
- Track expenditure across the programs and work with program managers to ensure expenses are coded correctly.
- Provide day to day direction and supervision to nominated administration staff
- Other duties as required.

Reviewed: Chief Operating Officer	Date: 16 July 2024	Version 1.0
Authorised: Chief Executive Officer	Date: 16 July 2024	

**PEOPLE MANAGEMENT**

In addition to day-to-day direct people management responsibilities for this role, it is expected that you:

- Ensure a safe work environment and compliance with inTouch policies and legislation;
- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development;
- Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable;
- Ensure timely completion of PDRs including development plans for direct reports and provide ongoing feedback on their work performance;
- Provide induction to new staff members;
- Provide leadership and guidance in ensuring a service culture is applied within professional services;
- Lead, mentor and coach staff to promote continuous improvement, including undertaking on-the-job training / instruction and providing daily feedback and performance management;
- Monitor, prioritise and coordinate workflow of direct reports.

**EXTENT OF AUTHORITY**

All expenditure on behalf of inTouch must be aligned to the Delegations of Authority.

**KEY SELECTION CRITERIA**

**Essential**

- 5+ experience in a relevant role and strong organisational and administrative skills, with confidence in ability to use Microsoft office suite of programs.
- Strong communications skills, including effective communication with a broad range of stakeholders.
- Demonstrates initiative and willingness to work autonomously.
- Experienced with budgets and expense management
- Strong time management skills with the ability to prioritise workload whilst maintaining strong attention to detail.
- Demonstrated ability to effectively plan and manage multiple tasks independently and as part of a team; and work collaboratively to achieve outcomes.
- Experience with LMS / CRM systems.
- Strong reporting skills – Excel, Power BI etc.
- Extensive Project Coordination experience.
- Ability to work after hours from time to time.

**Desirable**

- Demonstrated experience engaging, building meaningful and trusted relationships with refugee and migrant communities
- Current Victorian Driver’s License.

**SPECIFIC RESTRICTIONS/CONDITIONS**

- Incumbent will on occasion and in consultation, be expected to conducted work outside normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer

Reviewed: Chief Operating Officer	Date: 16 July 2024	Version 1.0
Authorised: Chief Executive Officer	Date: 16 July 2024	

use.

- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

### HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

### QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract, and policy requirements in day-to-day work, meeting the organisation’s audit, contract, and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems, and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

### CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two reference checks, a national criminal records check, working with children check, international police check (if applicable) proof of identify, working rights in Australia and any specified qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one weeks’ notice.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.
- The successful candidate is required to comply with the inTouch policy for all staff to have full COVID vaccinations, including boosters, unless they have a medical exemption.

### PRIVACY NOTIFICATION

The collection and handling of applicants’ and the successful appointee’s personal information will be consistent with the requirements of the Information Privacy Act 2000.

Reviewed: Chief Operating Officer	Date: 16 July 2024	Version 1.0
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