

POSITION DESCRIPTION

Position:	Executive Assistant
Reports To:	Chief Executive Officer (CEO)
Direct Reports:	nil
Status:	Full-time
Location:	East Melbourne

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centered, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centers 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 Executive Assistant provides comprehensive, operational and administrative support to the CEO to ensure the efficient and effective operation of the Executive Team in implementing business strategy and delivery of key initiatives. This includes providing quality and timely support including managing schedules and day to day requirements of the Executive office.

KEY RELATIONSHIPS

Internal	The incumbent is expected to develop and maintain respectful and effective working relationships with all InTouch staff and stakeholders.
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External Various government departments, relevant academic institutions, clients and local community organisations.

POSITION ACCOUNTABILITIES

- Comprehensive inbox screening and diary management with follow up.
- Expense management, travel bookings, and other administrative tasks as directed by the CEO.
- Preparation and facilitation of Executive, all staff and CEO and meetings handling agendas, documents, minutes, and action items.
- Liaison and engagement with internal and external stakeholders such as the Board and Committees members, Executive Team, suppliers and vendors, employees and government entities in a professional manner.
- Planning and delivery of quality work in alignment with organisational priorities and timelines, organisational goals, and business and industry best practices.
- Communications on behalf of the CEO and the CEO Office.
- Collaborate with the CEO/Executive Team on special projects, research, and strategic initiatives, ensuring deadlines are met and objectives are achieved.
- Confidential data and record management and handling, preparation and drafting of confidential documents, correspondence, reports and presentations to a high standard.
- Support office operational staff with general operations including new starter coordination and processes as required.
- Company Secretary and Board support: Minute taking, paper preparation and collation, calendar coordination, travel and event arrangements, diligent administration.

EXTENT OF AUTHORITY

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

KEY SELECTION CRITERIA

Essential

- Demonstrated experience as an Executive Assistant, supporting Executive management, senior leaders, Company Secretary and Board.
- Experience with minute taking and agenda setting.
- Experience supporting strategy roll out and management of organisational change.
- Flexibility and the ability to pivot.
- Upholds integrity, aligns with organisational values, and exhibits honesty and reliability in interactions.
- Proven organisational skills, adept at managing competing priorities, maintaining attention to detail, and meeting deadlines under pressure.
- Strong interpersonal and written/verbal communication skills.
- Confident in troubleshooting and problem-solving, making decisions with a solutions-oriented mindset.
- Ability to generate and handle confidential documentation for an Executive-level role.
- Demonstrates personal maturity and exercises discretion with sensitive matters.

PERSONAL ATTRIBUTES

- Team player who is committed to building and upholding the InTouch reputation.
- Professional and responsible disposition at all times.

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- High level of discretion.
- Ability to manage multiple priorities.
- Values driven.

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

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 in order to meet the organisation’s audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch 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 2 referees, a national criminal records check, working with children check, proof of identify and qualifications.
- Signing a Confidentially Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of three months.
- 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.

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.

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