

## POSITION DESCRIPTION

Position:	Executive Assistant
Reports To:	Chief Executive Officer (CEO)
Direct Reports:	Nil
Status:	Ongoing, Full time
Location:	East Melbourne and Hybrid
Remuneration:	Level 5 + 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](#).

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## POSITION SUMMARY

The Executive Assistant (EA) provides high-level operational, administrative, and strategic support to the CEO, ensuring the smooth and efficient functioning of the Executive Office and broader Executive Team. This role plays a key part in enabling the effective implementation of business strategy and the delivery of key initiatives.

In addition to managing complex schedules and daily operational needs, the EA supports internal and external communications, coordinates key projects, and facilitates cross-functional collaboration. The EA acts as a central point of contact for the Executive Office, ensuring information flows efficiently and priorities are aligned with organisational goals.

## KEY RELATIONSHIPS

<b>Internal</b>	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centred, program execution.
<b>External</b>	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

## POSITION ACCOUNTABILITIES

- Provide comprehensive inbox management and proactive diary coordination for the CEO, including timely follow-up and prioritisation of tasks.
- Manage travel arrangement, expense reconciliation and other administrative tasks required by the CEO.
- Prepare, coordinate, and facilitate key meetings, including CEO, Executive Team, all staff sessions ensuring agendas, documents, minutes, and action items are produced and distributed to a high standard.
- Act as a key liaison with internal and external stakeholders including Board and Committee members, Executive Team, staff and government entities, maintaining professionalism and confidentiality at all times.
- Plan and deliver high quality work aligned with organisational priorities, deadlines, strategic goals.
- Draft and manage communications on behalf of the CEO Office, ensuring messaging is consistent, clear and timely.
- Collaborate with the CEO and Executive Team on special projects, research, and strategic initiatives, ensuring milestones are met and outcomes are achieved.
- Maintain accurate records and manage confidential data, including the preparation of reports,

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correspondence, and presentations with a high level of attention to detail and discretion.

- Coordinate with external marketing and communications provider(s) to support the planning, review, and delivery of external communications and campaigns, ensuring consistency with organisational priorities, timelines and brand guidelines.
- Support broader office operations, including onboarding and coordination of new starters and general administrative processes as required.
- Provide high level support to the Company Secretary and Board, including minute taking, preparation and collation of board papers, calendar and travel coordination, and event support.
- Perform general administrative tasks to support smooth office operation and provide backup support to the Administration Lead as needed, with reciprocal support provided during periods of absence or high demand.

## PEOPLE MANAGEMENT

NA

## DELEGATION OF AUTHORITY

The incumbent is required to operate within inTouch's Delegations of Authority and is responsible for managing budgets, monitoring expenditure, and ensuring the effective and compliant use of financial resources within their area of responsibility. This includes the management, oversight, and compliance of contracts and agreements relevant to their role.

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

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## Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must hold a current Victorian driving license.
- Must be physically capable of carrying 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 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 Employee Union Collective 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, a working with children check, proof of identity and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.

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- The successful applicant will initially be engaged for a probationary period of six 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.

## AUTHORISATION

I hereby accept the above Terms of Employment.

Signed:

Date:

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