



**Inverloch Community House
Position Description - Office Support Worker**

CLASSIFICATION:	Adult and Community Education Employees - level 3 -Casual
HOURS:	5 hours per week on a Friday
TERM OF EMPLOYMENT:	The position is a Initial 6 months contract (the position will then be reviewed)
LEAVE & OTHER ENTITLEMENTS:	All terms and conditions are in accordance with the Neighbourhood Houses and Learning Centre Workplace Agreement 2010
EQUAL OPPORTUNITY:	ICHI is an Equal Employment Opportunity organisation.

Position Background

The Office Support Worker will provide support to meet the needs of a small team in the office environment to effect the smooth running of the Inverloch Community House. The role will particularly enhance the capacity of the organisation to more fully engage in an online presence and other media strategies.

Key Responsibilities and Duties

- Assist Volunteers in Maintaining ICHI website (Weebly), regularly updating information as required so that it is current and informative
- In consultation with coordinator, create and manage a social media presence (ie:, Facebook) to promote specific and general activities
- Assist in the design and development of publications, brochures, and media releases etc.
- Manage mailing and membership lists
- Maintain, databases as required and prepare spreadsheets and reports for the use of staff and management
- Maintain up to date and accurate ICHI information and records in electronic and hard copy form plus archive appropriately.
- Support staff and management in meeting their program reporting obligations
- Provide support as required to organise events, functions, associated meetings in liaison with the Coordinator
- Attend to other duties as directed by the Coordinator or delegate
- Actively participate in planning sessions, staff meetings and other meetings as appropriate and required
- To assist with implementing policies and procedures of the organisation.

Reporting Relationships and Accountability

The Office Support Worker will report to the Coordinator and will:

- be expected to liaise with the coordinator on the day-to-day running of programs and services
- take responsibility for a safe and healthy work environment and a commitment to equal opportunity and a workplace free from discrimination and harassment

Special Skills and Knowledge

- Knowledge of website development and social media tools to support marketing initiatives
- Knowledge of administrative procedures and ability to keep clear and concise records and reports
- Well-developed computer skills

Interpersonal Skills

- Excellent interpersonal skills and the ability to communicate clearly and effectively, both verbally and in writing, with people from a wide range of backgrounds
- Ability to discuss and resolve problems as they arise with co-workers and clients
- Ability to liaise and work with all team members and the Committee of Management
- Ability to be flexible and resourceful in dealing with what the day brings and the ever changing requirements of the centre.

QUALIFICATIONS AND EXPERIENCE

- Completion of a relevant formal qualification related discipline is desirable AND/OR relevant industry experience working in a similar role and/or understanding of the neighbourhood house sector
- An understanding of community development principles (desirable)
- An understanding of the philosophy underpinning community organisations (desirable)
- Working with Children Check is required

Key Selection Criteria must be addressed by providing a statement briefly describing how your qualifications, skills and knowledge meet each of the key selection criteria outlined below:

1. Demonstrated qualifications and experience to work with social media, online databases and website (Weebly) content and current *Working with Children* check
2. Proficient & accurate keyboard skills, a knowledge of, Microsoft Office and other computer based office systems
3. Demonstrated ability to be proactive, excellent time management skills, able to prioritise tasks to meet daily deadlines and effectively within a small team
4. Appropriate interpersonal and communication skills (verbal & written), including the ability to liaise effectively with ICHI Membership, external agencies and the public, face-to-face, by phone and electronically
5. Demonstrate an understanding of community development principles and the philosophy underpinning community organisations

Applications are to be emailed to the coordinator Lisa Archibald ichi-coord@dcsi.net.au
Please address the Selection Criteria, provide a copy of your Curriculum Vitae (C.V) and the names and contact details of two referees

Applications close: 18th March 2019