

Position Description

Project Support Officer

Reports to: Manager Child Safety and Wellbeing

Business Unit: Policy and Research

SNAICC Level: 3

FTE: 1

Direct Reports: 0

Position summary

The Project Support Officer will provide administrative and project support to the Child Safety and Wellbeing team and Safe and Supported team. The role requires strong administrative and project support skills with both internal and external stakeholders.

As part of the Policy and Research team, and in accordance with SNAICC's Board/CEO delegations and quality requirements, policies and procedures, the Project Support Officer reports to the Manager Child Safety and Wellbeing and works closely across the Policy and Research team.

SNAICC's Policy and Research unit leads projects and policy reform agendas to develop legislation, policies, programs and practices that support safety, development and wellbeing for Aboriginal and Torres Strait Islander children. Projects involve close collaboration with Aboriginal and Torres Strait Islander community-controlled organisations, mainstream services, governments, and other peak bodies.

Key responsibilities

SNAICC Competency Framework

Secretariat Support

- Provide administrative support to the Manager, Child Safety and Wellbeing and Manager Safe and Supported as required.
- Coordinate the distribution of papers (agendas; minutes; discussion papers) to members of the Safe and Supported Leadership Group and other governance bodies.
- Support the coordination and logistical arrangements for Safe and Supported meetings and functions, including liaising with attendees and presenters, organising venue bookings, travel bookings, managing calendar invitations and RSVPs and supporting IT and audio-visual requirements as needed.
- Act as a point of contact between internal and external stakeholders relevant to the coordination of the Safe and

2. Community and Interagency Relations

2.2.1 Networks and stakeholders

2.1.2 Community

2.1.4 Community and Sector Knowledge

3. Communication & Relationship Skills

3.1.1 Advocacy

3.2.2 Written Communication

3.2.3 Verbal

Supported Leadership Group, and Child Safety and Wellbeing team.

Team Administration Support

- Support the Child Safety and Wellbeing team and Safe and Supported team with business unit planning and reporting including developing templates, managing filing and tracking deadlines for reporting requirements.
- Provide project and administrative support for the effective development, implementation, and review of projects as required.
- Support the development of quality written documents including briefing notes, presentations, and reports.
- Work collaboratively with administrative staff across SNAICC to ensure coordinated scheduling and standardised processes across the organisation.
- Research, collate and provide feedback to the management team on business processes and improvement initiatives.
- Maintain clear, efficient and appropriate filing and records management processes.

Common duties shared with other SNAICC staff

- Contribute to SNAICC internal planning processes including staff meetings, and review of SNAICC strategic and operational plans.
- Write reports, articles and provide information for the SNAICC website, newsletter and other SNAICC publications as required.

Communication

3.2.5 Interpersonal skills

6. Service Delivery

6.2.2 Knowledge of Sector Issues

6.1.3 Stakeholder Outcomes

6.1.4 Diversity

1. Organisational Awareness & Professionalism

1.2.1 Organisational Awareness

1.1.2 Time Management

1.1.3 Ethics

1.2.4 Taking Responsibility

1.2.5 Problem solving

5. Resources, Assets & Sustainability

5.1.2 Financial management

5.2.3 Procurement

8. Program and Contract Management

8.1.1 Program development

8.1.4 Achieving results

Significant relationships:

External

- Safe and Supported Aboriginal and Torres Strait Islander Leadership Group
- Department of Social Services, and state and territory government agencies
- Partner and stakeholder organisations
- Funding bodies (govt & non-govt)
- SNAICC's membership

Internal

- Policy and Research Team members
- SNAICC Business Units: Office of the CEO; Programs; Policy and Research
- Project Support Officers across SNAICC

Key selection criteria

Knowledge & experience

- Broad knowledge and understanding of issues impacting upon Aboriginal and Torres Strait Islander children and families, and commitment to the rights, needs and aspirations of Aboriginal and Torres Strait Islander children and families.
- Demonstrated ability to work with Aboriginal and Torres Strait Islander organisations and people.
- Highly proficient in coordinating administrative tasks
- Demonstrated experience providing executive support including managing calendars and travel schedules and responding to ad hoc requests.
- Strong relationship building skills including the ability to work with a range of stakeholders with diverse working styles.
- Excellent interpersonal, verbal, and written communication skills.
- Proficient with suite of Microsoft Office programs.
- Exceptional organisational skills including the ability to manage competing priorities to meet deadlines.
- Strong problem-solving skills including an ability to develop and implement processes and streamlined ways of working.
- Ability to maintain confidentiality and exercise discretion when handling sensitive information.

Qualifications & requirements

- A minimum of two years of administrative experience in a similar organisation is preferred
- Employee Working with Children Check (WWCC)

- Current National Police Check (no older than three months)
- Current Driver's License.

Who we are

SNAICC – National Voice for our Children is the national non-government peak body for Aboriginal and Torres Strait Islander children and families, and the sectors that support them.

Since 1981, we have been a strong National Voice representing the interests of Aboriginal and Torres Strait Islander children, families, communities and organisations across Australia.

Our work focuses on three key areas: research and policy, advocacy and sector development engagement and innovation.

SNAICC is governed by a Board of Directors and a Council made up of Aboriginal and Torres Strait Islander community-controlled organisations and leaders from the early years, child safety, development and wellbeing sectors.

Vision

Aboriginal and Torres Strait Islander children and young people thriving in culture, raised within strong families and self-determining communities, empowered to reach their full potential.

Purpose

We engage and amplify the voices of children, young people, their families, communities and our members to drive and influence progress for the fulfilment of the rights of our children through culturally-led, self-determined, and evidence-based approaches, systems and structures.

For more information about SNAICC, visit our [website](#) and view our [Strategic Plan](#).

Our shared values

- **Cultural safety:** Aboriginal ways of knowing, doing and being are our foundation and embedded in all aspects of our business activities. We expect cultural humility from those we work with.
- **Collaboration & trust:** We value reciprocity and partnerships. We show curiosity rather than judgment and give people the benefit of the doubt.
- **Respect & kindness:** We are all valued and valuable. We communicate with people holistically, recognising their humanity.
- **Accountability & integrity:** We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.
- **Staff wellbeing:** We are committed to the wellbeing of our staff.

Organisational expectations

- Compliance with organisational policy and procedures, including code of conduct.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors.
- Comply with Workplace Health and Safety legislation, standards, SNAICC WHS policies and procedures to participate in the achievement of a safe working culture.
- Where appropriate, participate in workplace inspections, accident reporting and investigations and provide information, instruction and coaching.

Acknowledgement of incumbent

I have read and understood the requirements of the position.

Name:

Signature:

Date: