



## POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

**POSITION NUMBER: 1009**

**Date reviewed/created: September 2023**

**POSITION TITLE: Executive Support Administrative Project Officer**

**TEAM:** Executive Support

**LOCATION:** Carramar

**AGREEMENT:** "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement".

**CLASSIFICATION:** Administrative Officer Level 4.

A generous salary packaging scheme is also offered.

**VACCINATION REQUIREMENT:** Category B.

**PERIOD OF APPRAISAL:** Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

### Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

### Background to the Program Area of the Position

STARTTS has undergone substantial growth since becoming an Affiliated Health Organisation. This growth is likely to continue into the foreseeable future, given changes in arrival numbers and source countries, as well as program funding areas. Changes have included substantial increases in staff numbers (particularly in the Direct Services and Clinical areas), growth in the number of offices and teams, an increased presence in rural and regional areas, increased national and international commitments and changing funding structures.

With this growth, there is an increasing demand on the Executive to effectively manage the organisation. Development and management of an appropriate executive support function for STARTTS and promotion of agency support structures is crucial to managing the work of an expanding organisation. In light of these developments, STARTTS acknowledges the growing significance of digital marketing as a strategic tool in effectively communicating its core values, raise awareness about its initiatives, and create meaningful connections with various stakeholders, including beneficiaries, partners, donors, and the public.

### ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Executive Support Manager*.
2. Responsible for: *Nil*.

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## **SELECTION CRITERIA:**

### **Essential Criteria:**

1. Demonstrated excellent administrative skills ensuring high levels of accuracy and attention to detail supporting senior management roles, including diary management, travel bookings and stakeholder liaison.
2. Well-developed organisational and time management skills, and ability to work with minimal supervision, meet deadlines and manage competing priorities using initiative when required.
3. Excellent computer skills with experience in Microsoft Office particularly Outlook, PowerPoint, Word and Excel.
4. Demonstrated experience in managing paper based and electronic filing systems.
5. Proven project management skills within an administrative context.
6. Ability to work independently and as a part of a multicultural team with the willingness to be flexible and adapt work practices to suit circumstances.
7. Excellent verbal, written and interpersonal communication skills and ability to maintain a high level of confidentiality.
8. Commitment to work outside of regular working hours as required.

### **Desirable Criteria:**

1. Additional qualifications or certifications in project management or relevant fields.
2. Demonstrated interest in human rights and social justice issues.
3. Experience working in the Not-For-Profit sector.

\*This position is not considered child-related employment and will require a National Police Check.

### **VACCINATION REQUIREMENTS**

\* Category A workers are required to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies) including annual influenza vaccinations. Two doses of an approved COVID-19 vaccine will be required to provide a record of your COVID-19 vaccination status. Annual Influenza vaccinations are mandatory. Vaccination and/or assessment for several other transmissible diseases are also required.

Category B workers must have two doses of an approved COVID-19 vaccine and must also provide COVID-19 vaccination evidence if successful. (The annual influenza vaccination as well as vaccination for other transmissible diseases are strongly encouraged but not mandatory).

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

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## **BRIEF DESCRIPTION OF ROLE**

The Executive Support Administrative Project Officer will provide comprehensive administrative support to the Executive. The position plays a crucial role in ensuring the efficient functioning of the Executive Support Team and supporting the CEO's office in achieving its strategic objectives.

The position will primarily be responsible for assisting with day-to-day operations of the Executive office, facilitating smooth communication and information flow, organising schedules and travel logistics, filing and record-keeping, and handling various administrative tasks. The position will also assist with Executive projects, networking activities, and key organisational events.

The position requires someone who is highly organised and resourceful, who can thrive in a fast-paced environment, possess exceptional attention to detail, and take pride in maintaining efficient systems and processes. The position requires the ability to maintain administrative order and structure and be entrusted with handling confidential and sensitive information with the highest level of discretion.

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**PRIMARY OBJECTIVES:**

1. Provide comprehensive administrative support to the Executive office, assisting with day-to-day operations and facilitating efficient communication and information flow.
2. Ensure the administrative organisation of the Executive office is smooth and highly professional.
3. Provide coverage as required for the Executive Support Team.
4. Provide support for management meetings; Co-ordinators, Board and Executive.
5. Provide support for specific executive and administrative projects and events as directed in line with STARTTS' Strategic Plan.
6. Ensure information is recorded in a timely and accurate manner, maintaining an effective and efficient central filing system for the Executive.
7. Maintain the professional image of STARTTS and the Executive area to internal and external stakeholders.

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**PRIMARY DUTIES:****1. Administration Duties**

- 1.1. Create and maintain a centralised repository of documents and information resources to facilitate easy access and sharing of information within the Executive Support function and with other relevant departments.
- 1.2. Prepare documents, reports, and presentations for board meetings and the Executive, ensuring accuracy and adherence to deadlines.
- 1.3. Oversee the collection, storage, and analysis of data related to Executive Support activities, ensuring data integrity and confidentiality.
- 1.4. Schedule meetings, take minutes, and ensure timely dissemination of relevant information.
- 1.5. Ensure quality assurance processes for the accuracy and consistency of documents and reports produced by the Executive Support function.
- 1.6. Ensure compliance with relevant policies and procedures, including data protection and confidentiality requirements.
- 1.7. Assist in budget tracking, processing invoices, and coordinating financial information related to the Executive team's activities.
- 1.8. Assist in identifying potential risks and vulnerabilities in administrative processes and propose measures to mitigate them.
- 1.9. Continuously review and suggest improvements for administrative processes.

**2. Executive Support Functions**

- 2.1. Provide relief support to STARTTS' Executive Support Team, and assist the CEO/DCEO Executive Assistant and the Executive Support Manager position as required.
- 2.2. Assist the Executive Assistant to the CEO in managing calendars, scheduling appointments, and organising travel arrangements for the Executive.
- 2.3. Maintain tidiness and organisation of the Executive office. Ensure cleanliness of dishes and cups used in meetings. Manage supplies of coffee and water, and office supplies for Executives and guests.
- 2.4. Ensure important Executive emails are responded to and important dates entered in the calendar, and assist with the development and maintenance of a filing system for Executive memos and emails.
- 2.5. Facilitate communication between the CEO's office and other departments, external stakeholders, and partner organisations to support the Executive's objectives.
- 2.6. Support the development and promotion of agency support structures to manage the organisation's growth effectively.
- 2.7. Provide support during the onboarding process for new executive team members, helping them orient to the organisation's culture and processes.
- 2.8. Assist the Executive Team in coordinating responses to high-demand activities, crisis situations or emergencies.

### **3. Project & Events Support**

- 3.1. Collaborate with the Executive Support Team on various projects, including organisational expansion initiatives, systems and process improvements, and information and database management.
- 3.2. Support the planning and coordination of key organisational events, networking activities, and conferences related to the Executive team's activities.
- 3.3. Develop and maintain positive relationships with external stakeholders, such as vendors, partners, and service providers, to ensure effective collaboration and support for Executive projects.
- 3.4. Ensure comprehensive documentation of project progress, milestones, and outcomes, enabling effective tracking and reporting to relevant stakeholders.
- 3.5. Take on other special projects as assigned by the Executive Support Manager or the Executive to address emerging needs and challenges.

### **4. Reporting and Planning**

- 4.1. Provide regular progress updates to the Executive, highlighting key achievements, challenges, and opportunities.
- 4.2. Participate in periodic performance appraisals with the Executive Support Manager, discussing performance goals, feedback, and professional development opportunities.

### **5. Personnel**

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. Participate in STARTTS Performance Management program and in the development of an annual Work Plan that aligns with the organisation's Strategic Plan.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in STARTTS staff meetings and other relevant meetings.
- 5.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role and ensure own personal development.
- 5.8. Liaise with and seek senior advice as required.

### **6. As a STARTTS employee you are expected to:**

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

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#### **Equal Employment Opportunity and Staff Relationships:**

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

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#### **STARTTS Workplace Policies**

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

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**Work Health & Safety Responsibilities:**

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

**Risk Management Responsibilities:** All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

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**Smoke-free Workplace**

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

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I have read the **Executive Support Administrative Project Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

**Employee Name:** \_\_\_\_\_  
*Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER:** Jorge Aroche

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due: September 2025**