

Position Description

Position Title	Administration Assistant
Hours	28-35 hours per week (by negotiation)
Team / Program Area	Safety Net Australia Project, Wesnet
Award/Agreement/ Classification	Remuneration is paid according to the Social, Community, Home care and Disabilities (SCHADS) Industry Award 2010 [social and community service employee]. SCHADS Level 4, Pay point [1]. Increments calculated according to the Award. Pay guides are available on the Fair Work website. Conditions are in accordance with the NES and the SCHADS Award. Generous salary packaging is available as Wesnet is a registered Public Benevolent Institution enabling staff to package up to \$30,000 before tax.
Reporting to	CEO, Safety Net Australia or her delegate
Tenure	This is an ongoing position however is subject to an ongoing grant agreement. The position is dependent on a satisfactory probationary period and relevant police and working with children checks.
Location	Position is based in Bendigo, Victoria and is required to be based in the office.

Our Organisation

Wesnet is a national women's peak body that facilitates and promotes policy, legislative and programmatic responses relevant to women and children who have experienced domestic or family violence.

Wesnet aims to:

- Provide support for women victim-survivors and their children,
- Strengthen and build the women's family and domestic violence sector,
- Strengthen Wesnet's position as the national leader of member services to the sector, and
- Use our specialist knowledge to achieve our purpose and maximise our capacity to eliminate family and domestic violence and other forms of gender- based violence.

Site/Program Profile

Wesnet

As the national peak body representing over 350 Specialist Women's Domestic and Family Violence Services across Australia, Wesnet works alongside member services to provide direct

relief to women and children affected by domestic and family violence (DFV) and other forms of gender-based violence. Our members are Australia's specialist womens DFV services - a system of complex service delivery organisations that assist women and children experiencing or escaping violence. We work across all states and territories in Australia.

Our work is focussed around upskilling our members through specialised advance training and education on emerging issues such as technology-facilitated abuse (tech abuse) and the ways that technology impacts women experiencing DFV. We provide frontline practitioners with specialist training and resources to assist them provide the best care and support for the thousands of women seeking support for DFV.

We also provide direct relief and other vital material aid through our award winning programs like Safe Connections (in partnership with Telstra) which provides smartphones and prepaid credit along with safety training) and Wesnet Rides (which provides free rides for survivors in partnership with Uber) through our network of frontline services so it can be given safely to women experiencing DFV.

Safety Net Australia

The Safety Net Australia service was established in 2011 by Wesnet. Objectives of the project include working with communities and agencies to address how ongoing and emerging technology issues impact the safety, privacy and accessibility rights of victims of domestic and family violence, sexual violence and stalking; and to train agencies who work with women experiencing all forms of violence in ways to use technology strategically to help find safety, access support and services and gather evidence against their abusers.

We also provide direct relief programs such in partnership with corporate partners Telstra and Uber. The Safety Net Australia team manages the Telstra Safe Connections program which provides new smartphones to women experiencing violence, particularly those who are experiencing technology facilitated abuse, and training to frontline agencies about the safe distribution of the smartphones, common ways that smartphones are misused and how to work with survivors to enhance safety and safe access to technology.

Both Wesnet and the Safety Net Australia service work with a wide range of government and corporate and regulatory bodies to provide advice and training about the intersection of technology and violence against women.

Position Summary

The primary role of the Administrative Assistant is to provide administration and support in achieving the aims and objectives of the SafetyNet Australia program.

Position Responsibilities

- Assist with distribution of smartphones to agencies and associated data collection, including processing orders, preparing packages for mailing and maintaining accurate records, including processing orders, preparing packages for mailing and maintaining accurate records.
- Work as part of a team to liaise with distributing agencies that are participating in the *Safe Connections* program in relation to their stock supplies and reporting obligations under the program.

- Provide administrative support requiring a high degree of judgement, initiative and confidentiality, including data entry of confidential information and identification of problems in systems.
- Assist with records management relating to the booking of training and distribution of smartphones.
- Telephone reception, including answering and/or appropriately referring incoming calls on the 1800 Wesnet support line that provides support to agencies working with women experiencing technology-facilitated abuse and, on occasion, women themselves.
- Provide pre-paid credit to eligible clients needing to access the Telstra-Infoxchange pre-paid credit scheme.
- Assist with event planning, bookings and travel arrangements for the program.
- Help sustain the SafetyNet Australia project and participate in other related activities and events as needed.

Position Requirements (qualifications, skills, knowledge and attributes)

Requirements: A successful applicant MUST have:

- High level organisational skills including accurate record keeping and database/CRM experience.
- Well-developed interpersonal skills, including a demonstrated ability to work cooperatively and effectively with a team, other staff, other organisations, and other professionals.
- Good oral and written communication skills.
- Demonstrated ability to handle multiple tasks, manage time, complete tasks within established time frames and produce high quality work.
- Excellent computer skills, including familiarity with Google workspace, WordPress and MS Office, particularly Excel, and an ability to learn new software and applications quickly.
- Commitment to the agency vision and values and an understanding of a feminist philosophy.
- An affinity for technology.

Other useful skills to have can include any of the following:

- Bilingual skills (e.g., reading, writing, speaking, signing).

Key Selection Criteria

Essential

1. Demonstrated ability to work in a team focused on meeting key deliverables and key performance outcomes.
2. Appropriate skills, qualifications and/or experience for the job, specifically experience in an administration position in a small team.
3. Professional, interpersonal and communication skills including ability to work and communicate in a manner sensitive to client needs, and ensure that all communications with clients and stakeholders is undertaken in a confidential, positive and empowering manner.
4. Good IT skills, especially on spreadsheets or database applications.
5. Good administrative skills and ability to follow established procedures.
6. Is solution focused and demonstrates innovation, creativity and problem solving skills.

7. Ability to prepare written material to a high standard.
8. Ability to work under pressure to tight deadlines and manage competing priorities.

Desirable

1. A commitment to enhancing the status of women and children in society and to be able to work and liaise respectfully and effectively with women in crisis in a positive and empowering manner;
2. An understanding of the nature of domestic and family violence, and its impact on women and children, including prevention, early intervention and crisis response

Additional Information

- Wesnet is an equal opportunity employer.
- Aboriginal and Torres Strait Islander people and those who speak languages other than English are encouraged to apply
- In regard to Health and Safety (H&S), all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by proactively managing incidents and injuries as well as co-operating with any measures introduced in the workplace to improve H&S.
- Employment is subject to a satisfactory current (within the past 12 months) National Police Check and General Working With Children (WWC) Check at the start of tenure and renewed every 3 years or as requested. The employee is also responsible for notifying the CEO if any criminal activity occurs in between National Police/WWC checks that may be likely to come up on a future check.

Relationship to performance development and review

This position description operates in conjunction with and forms part of the annual review and professional development process. An initial review will take place at the end of the induction and probationary period, which is six months following commencement of employment and then on the anniversary of commencement.

Wesnet conditions and benefits

Wesnet aims to provide a family friendly workplace offering flexible working arrangements. Benefits include:

- long service leave due after ten years, with access after seven
- flexible working hours as agreed to assist in work/life balance
- four weeks of paid parenting leave (after 12 months service) in addition to standard entitlements

As a registered Public Benevolent Institution, Wesnet is able to offer generous salary packaging options through Eziway including Living Expenses (grossed up value of \$30,000) and entertainment expenses (grossed up value of \$5,500).

How to apply

To be considered for shortlisting and an interview your application must include:

- Cover letter
- A statement which describes your suitability against each of the key selection criteria detailed in the Position Description.
- A resume containing your contact details, a summary of work experience, details of qualifications and education.
- Referees - if required for an interview you will be required to provide details of at least two referees - ideally one should be your current or most recent supervisor from your most recent employer - and another supervisor with knowledge of your work performance.

Application deadline: The final date for receipt of applications will be 9am on Monday 26 February 2024. PLEASE NOTE *Applications will be reviewed as they are received until a suitable applicant is found so you are advised to apply as soon as possible. Late applications will not be considered, however Wesnet does reserve the right to extend the final date if a suitable applicant is not found.*

Applications must be submitted via email to jobs@Wesnet.org.au

- The position description is available at <http://www.Wesnet.org.au/jobs>
- If you need additional information about the position please send your written enquiry to jobs@Wesnet.org.au.
- A Single PDF is preferred.
- PLEASE NOTE: Applications that do not comply with the above will not be considered.
- No recruiters thanks.