



Association for Children with a Disability

POSITION DESCRIPTION

POSITION TITLE: Administration and Project Support Worker (part-time)

REPORTS TO: Manager – Projects and Community Education
Chief Executive Officer

LOCATION: Hawthorn

INTRODUCTION

The Association for Children with a Disability exists to assist children with a disability and their families through information, support and advocacy.

We aim to:

- **Empower parents** of children with a disability to be as self-sufficient as possible in advocating on behalf of their child and family.
- **Promote and advance the rights of children** with a disability and their families.
- **Advocate** on behalf of children with a disability and their families to ensure the best possible support and services are available.
- **Work collaboratively** with other organisations to improve the service system for children with a disability and their families.

Our services include:

- **Information resources for families:** In addition to our magazine NoticeBoard and the links and information on our websites, www.acd.org.au and www.sibs.org.au, we publish a range of information resources for families.
- **Parent Support:** Our Parent Support Workers provide a free telephone support service to assist families with information and support about any disability issue.
- **Advocacy and community education:** We actively advocate for improvements to government policies that affect children with a disability and their families. We also work to raise community awareness about disability issues through the media and community networks.

Our work is guided by our Strategic Plan – Looking Ahead 2010-2012 (www.acd.org.au).

FAMILY EXPERIENCES OF DISABILITY

The strength of our Association is the passion and energy of parents of children with a disability and their families. Our staff consists of parents of children with a disability or siblings. Applicants are encouraged to include details of any family experiences of disability. This experience is highly valued by our Association.

HOURS OF WORK

Administration and Project Support Worker Position Description

The role of Administration and Project Support Worker is part-time:

- 22.8 hours per week worked across 3 days (excluding half-hour unpaid lunch break)

The role is configured as follows:

- 2 days supporting the Reception and General Administration (ongoing to June 2012)
- 1 day supporting the Project and Community Education Unit (to June 2011 with possibility of extension)

SALARY AND CONDITIONS

Our Association is an independent not-for-profit community organisation, funded by a combination of recurrent and non-recurrent government and philanthropic arrangements.

The hourly rate of pay is subject to negotiation and will be based on qualifications and experience and generally aligned with the community services industry standards. We offer salary packaging arranged through SALPAC (www.salpac.com.au).

ACCOUNTABILITY

The Association's Committee of Management is ultimately responsible for the employment of all staff. Under current arrangements, this position is responsible to and takes direction from the CEO (reception and office administration) and the Manager – Projects and Community Education (project support work).

KEY RESPONSIBILITIES

The role of Administration and Project Support Worker is crucial to achieving the objectives of our Strategic Plan 2010-2012.

The key work areas for the position are:

- **Phone reception:** Provide high quality phone reception for all in-coming calls, including basic information and publications requests.
- **Office email administration:** Initiate action to respond quickly and efficiently to all incoming general organisational emails.
- **Postal mail administration:** Open and allocate all incoming postal mail and oversee despatch of all outgoing mail.
- **Data Entry:** Timely and accurate recording of information and support statistics.
- **Other Office Administration:** Undertake a range of other office duties as required, including: responding to requests for publications distribution; maintaining systems for both paper based and electronic filing of all general office information, ordering the catering for Association events; by arrangement, assisting other staff with administration tasks (eg. photocopying resource kits).
- **Project Support:** Provide assistance related to the re-development of the Community Education Unit which will include general administration and communicating with key stakeholders, and other projects.
- **General:** All Association staff are expected to participate in organisational meetings (AGMs, staff, planning and review).

KEY SELECTION CRITERIA

(Applicant responses need to accompany application)

- High level interpersonal communication skills, especially in relation to quality phone reception work and interacting with key stakeholders including community education speakers and training staff.
- Data entry/computer skills, speed and accuracy. We use Microsoft Office and expect people to be proficient in the use of Microsoft Word, Excel, the Internet for searching (Internet Explorer) and email (Outlook). Knowledge of Access a distinct advantage.
- Writing skills, with ability to write short letters and emails.
- Sound organisational skills, including ability to prioritise tasks, work independently and meet deadlines within established accountability processes.
- Accurately adhere to Community Education bookings procedures
- Ability to work with other Association staff in a team environment.
- Ability to seek out information relevant to growing the Association's professional development and training markets.
- Demonstrated commitment to working to assist the full range of families of children with a disability, including those from ethnic communities where English is not their first language, and Koori/Aboriginal families.
- Demonstrated commitment to upholding professional standards in relation to privacy and confidentiality. Strict adherence to confidentiality of family/member information in both written and verbal forms is of the utmost importance.
- Knowledge of service systems that support children with a disability and their families.
- Other specialist skills and experience. Please include details of any special skills or experience relevant or useful to the position.

APPLICATIONS CLOSE

Monday 24 January 2011

**SEND APPLICATIONS BY BOTH EMAIL AND POST TO:
(Include resume and response to key selection criteria)**

Elizabeth McGarry, CEO
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