

Position: Administration Officer

NPYWC Program: Domestic and Family Violence Service

Employment Details: Full Time – Permanent position

Location: Based in Alice Springs

Base Salary: \$64,803.82 – \$77,031.38 per year – (negotiable based on experience) with additional benefits

Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

Your Team:

Atunypa Wiru Minyma Uwankaraku' (DFVS) Service is a domestic and family violence support and advocacy service for Aboriginal women and children living in the NPY region.

The service is informed by a holistic relational understanding of violence which acknowledges the key role of family and community relationships in working effectively with indigenous clients.

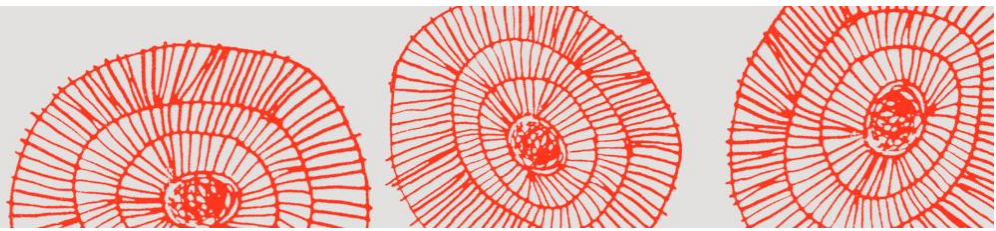
The Service provides crisis response support and case management for women and children experiencing domestic and / or family violence with an emphasis on facilitating access to the justice system.

Your Role:

The purpose of the Administration Officer position is to provide a professional and responsive service to DFVS clients, visitors and internal and external stakeholders. Being the first line of contact for clients interacting with DFVS, this is a critical role for the team.

Your Responsibilities:

- Deliver high quality services and positive outcomes for our clients and stakeholders.
- Information provision to clients and callers and details of relevant services.
- Cover the reception area including triaging incoming calls, addressing enquiries, transferring calls and taking clear and accurate messages, maintaining a call log.
- Welcome clients and other visitors in reception, notifying staff of arrivals and answering general enquiries.
- Provide administrative support for team members.
- Data entry, providing training support and maintaining the DFVS databases in accordance with funding and procedural requirements.
- Check daily court lists across the Tri State region and communicate with caseworkers.



- Arrange, coordinate and book teleconference calls, meeting room bookings and other bookings as required.
- Record minutes of DFVS staff meetings.
- Ensure adequate stationery and office supplies.
- Maintain an inviting and tidy environment (includes kitchen and client room).
- Other duties as reasonably required.

Skills and Experience:

- Excellent interpersonal skills, including internal and external customer service, and conflict resolution.
- Experience in delivering telephone services.
- Excellent written and verbal communication skills, including working cross-culturally.
- Excellent organisation and planning skills for managing and prioritising competing demands.
- Ability to be adaptable with strong problem solving skills.
- High level computer skills and confidence in using a Client Information System and Microsoft Office.
- A general understanding of current issues relating to women and children experiencing domestic violence.
- Experience working in cross-cultural environment (desirable).
- Experience working within the DFVS sector (desirable).

Qualifications:

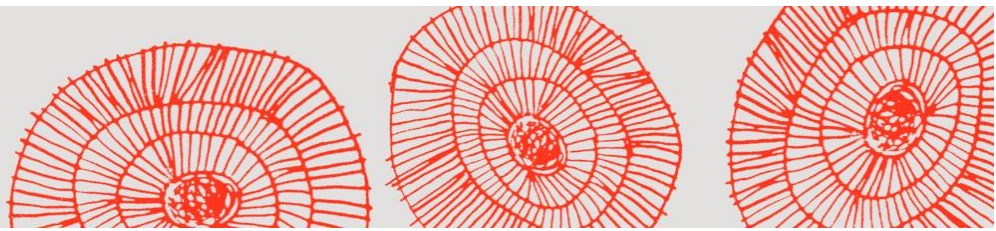
Certificate IV in Business Administration or relevant tertiary training (desirable)

Remuneration:

- Base Salary: \$64,803.82 – \$77,031.38per year
- 11% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus

Employment Conditions:

- Work in a manner consistent with NPY Women's Council (NPYWC) Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.



- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required NPYWC you may be required to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Corrina Graham, DFVS Manager, on 08 8958 2375 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date