



RUMBALARA
ABORIGINAL CO-OPERATIVE LTD.

Position title	<i>Business Support Officer in AFPP</i>
Position number	
Employment status	<i>Permanent Part Time – 0.5 FTE (38 hours a fortnight) Flexibility to choose consistent days and times</i>
Department	Health and Wellbeing
Location	Rumbalara Road, Mooroopna
Position reports to	<i>Supervisor</i>
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification	<i>Administrative Grade 3</i>

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30 million and a workforce of approximately 240 people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ABOUT THE AUSTRALIAN FAMILY PARTNERSHIP PROGRAM

The AFP Home Visiting Program involves Aboriginal Family Partnership Workers and Nurse Home Visitors regularly visiting first time mums-to-be, starting early in the pregnancy and continuing through to the child's second birthday.

AFPP at Rumbalara operates within the Goulburn Valley, Moira and Campaspe Shires. The program is an evidence-based community health program that helps transform the lives of mothers by working together to identify strengths and opportunities, delivering program content and supporting a healthy pregnancy and confident parenting. The AFPP is an important early investment in the future of Aboriginal and Torres Strait Islander children in our local communities and is part of the Australian Government's commitment to improve the health and wellbeing of Aboriginal and Torres Strait Islander people. The program requires voluntary participation and is delivered using the five client centered principles; Follow your heart's desire; You are the expert in your own life; Focus on solutions; Focus on strengths; Only a small change is necessary. The program focuses on three main outcomes: improving pregnancy outcomes, improving child health and development and to help parents develop a vision for their own futures.

For more information visit <https://www.anfpp.com.au/>

ROLE PURPOSE

The Business Support Officer (BSO) role is office administration. To provide business, finance and quality improvement support to promote the delivery of AFPP. The role will also encompass external stakeholder engagement, event coordination and direct client support.

KEY SELECTION CRITERIA

Desirable

- Any relevant administration qualification or experience

Knowledge and skills:

- A demonstrated understanding of Cultural Safety, and how this applies in AFPP
- A demonstrated knowledge of the local Aboriginal and Torres Strait Islander community and culture and an understanding of factors that influence the health and wellbeing of Aboriginal and Torres Strait Islander women, children and families
- Excellent administration and multi-tasking skills
- Excellent written and verbal communication skills, and ability to maintain high level of confidentiality
- Ability to prioritise workload and manage time effectively to meet deadlines
- Well-developed computer skills with a good knowledge of Microsoft Word, Excel and Power Point
- Ability to work in a team environment
- A demonstrated ability in event planning and promotion of the program, including use of social media platforms

KEY RESPONSIBILITIES

1. Technical Capabilities

- General office support to the team / service area, where required
- Answer incoming calls, redirect calls to appropriate staff and take messages as required
- Order office supplies and staff amenities
- Undertake continued professional development
- Attend management and staff meetings, take minutes and provide correspondence from previous meetings, where applicable
- Processing incoming and outgoing mail, wherever applicable
- Perform and complete any reasonable duties relevant to the position as requested by the Supervisor / Executive Manager RAC
- Be responsible for the on-going administration and support of AFPP reporting systems

- Be available to travel for training as required

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings and client case conferences
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check, or willingness to obtain one.
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check, or willingness to obtain one
- COVID-19 Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements