

ROLE DESCRIPTION

Role Title:	Project Support Officer - Melbourne
Role reports to:	Senior Child Mental Health Workforce Consultant
Role Created/ Reviewed Date:	July 2017
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ORGANISATION

Overview

Emerging Minds is dedicated to advancing the mental health and emotional wellbeing of infants, children, adolescents and their families in Australia. Emerging Minds develops mental health policy, services, interventions, training, programs and resources in response to the needs of professionals, children and their families. Emerging Minds partners with family members and national and international organisations to implement evidence based practice into the Australian context.

Emerging Minds is the auspicing body for The National Workforce Centre for Child Mental Health funded by the Australian Government. Emerging Minds as the lead organisation has partnered with the Australian Institute of Family Studies, the Parenting Research Centre, the Australian National University and the Royal Australian College of General Practitioners in the establishment and delivery of this initiative.

Emerging Minds will:

- develop innovative information and workforce development resources for clinical and non-clinical professionals to improve the mental health of infants and children;
- support the development of knowledge, skills and practice for professionals working with children who would benefit from early intervention, including those who experience trauma; and
- support the development of knowledge, skills and practice for professionals working with the parents and guardians of these children, with a view to assisting parents and guardians to care effectively for their children.

ROLE CONTEXT

Primary Objective(s) of role:

The Project Support Officer is responsible for the provision of efficient and effective project support services including the management of discrete project components and contributing to the efficient and effective provision of administrative support to the Emerging Minds team including some financial processing and executive support services including travel and diary management.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- All staff of Emerging Minds.

External

- Project stakeholders.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Managing workload and conflicting priorities to ensure outcomes are achieved.
- Maintaining the integrity of records and information management systems.
- Ensuring the confidentiality and the political and commercial sensitivity of the organisation.
- Ensuring all areas of Emerging Minds receive accurate, timely and relevant expert advice and assistance on business support matters.

Delegations:

- Nil

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to the organisation's values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with including but not limited to: *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.

- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act
- Relevant Awards, Enterprise Agreements
- Duty to maintain confidentiality
- Smoke Free Workplace
- Code of Conduct
- Emerging Minds Policies and Procedures

Special Conditions:

- Satisfactory Criminal History Check(s). Background Screening and National Criminal History checks must be undertaken every 3 years.
- Some out of hours work may be required.
- May be required to travel Intrastate/Interstate which may necessitate overnight absences.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Research and Support.	<ul style="list-style-type: none"> • Contributing to the achievement of project outcomes by undertaking manual and online research. • Assisting in the collection and simple analysis of data. • Collecting and providing statistics relating to resource distribution. • Sourcing information on behalf of team members. • Assisting in the preparation of project reports, recommendations, annual reports and publicity material as required. • Liaising with project managers/officers, internal business units, agencies and service providers for information and progress updates.
Office Administration	<ul style="list-style-type: none"> • Drafting correspondence and briefing materials relating to communication with clients. • Maintaining filing systems and databases. • Undertaking general office administration tasks. • Scheduling work and negotiating deadlines. • Building and maintaining effective interpersonal relationships ensuring the provision of a timely, concise and accurate information service. • Identifying, monitoring and attending to urgent enquiries ensuring resolution and quality control of responses. • Assisting with various day to day functions as required, including <ul style="list-style-type: none"> ○ maintaining correspondence records for Emerging Minds; ○ providing a confidential secretarial support service; ○ maintaining office file reference systems; • Arranging travel and accommodation requirements and itineraries for staff. • Liaising with the Emerging Minds mail house, printers and publishers. • Undertaking urgent mail outs of resource materials, as required. • Undertaking data entry into the MYOB accounting system.
Continuous Improvement	<ul style="list-style-type: none"> • Supporting the continuous evaluation of services. • Assisting with implementing changes to provide continuous improvements in productivity and product and/or service quality. • Contributing to the delivery and maintenance of efficient work practices within the Office through participating in staff planning, training and development activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS	
Qualifications	<ul style="list-style-type: none"> • Nil
Technical Skills	<ul style="list-style-type: none"> • Experience in desktop research and data analysis. • Successful experience in project practices and procedures. • Proven experience in providing a project support role under limited supervision. • Demonstrated experience in drafting a range of documents such as promotional publications, reports, agendas, minutes and correspondence. • Demonstrated ability to use the Microsoft Office suite of software (Word, Excel, PowerPoint, Publisher, Outlook and Access). • Demonstrated ability to: <ul style="list-style-type: none"> ○ produce high quality documents ○ accurate keyboard work ○ undertake editing and formatting ○ accurate proofreading of documents. • Demonstrated ability to develop and implement effective document and resource management systems.
Communication and Interpersonal Skills	<ul style="list-style-type: none"> • Demonstrated ability to communicate effectively, both verbally and in writing, to a wide range of people. • Demonstrated ability to operate effectively in an environment of complexity and change, and work as part of a team.
Organisational Skills	<ul style="list-style-type: none"> • Proven ability to determine priorities, meet tight deadlines, and produce high-standard work under pressure.
DESIRABLE CHARACTERISTICS	
Attributes and Experience	<ul style="list-style-type: none"> • Experience in working in a mental health service or health promotion environment. • Experience in the use of technology for remote communication (e.g. teleconferencing). • An understanding of webpage construction. • Knowledge of project planning, implementation and evaluation principles and techniques.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Philip Robinson

Role Title: Chair, Board of Directors

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and as described within this document.

Name:

Signature:

Date: