



Position Description

CORPORATE SUPPORT & QUALITY OFFICER

REPORTING TO: Executive Director

RELATIONSHIPS: Management, Board and internal Staff, clients, members, volunteers, stakeholders and general public.

BACKGROUND

The AIDS Action Council (the Council) is a community-based health organisation that originated in 1983 from a grass roots response to a looming crisis. The AIDS Action Council aims to reduce transmission and minimise the personal and social impacts of HIV by delivering care and support services as well as broad HIV education and health promotion activities.

VISION

Our vision is to build strong, connected and supportive communities that are free of new HIV transmission, marginalisation, discrimination and stigma.

MISSION

Our mission is to work with individuals, communities and partner organisations to: virtually eliminate new HIV transmissions by 2020; provide support for individuals and families living with and impacted by HIV; and build a strong and safe community that is free of discrimination, marginalisation and stigma.

VALUES

We believe our work is part of a shared community responsibility for HIV/AIDS. In doing this work, we most value:

- **Respect:** By honouring people's stories, valuing our history and treating everyone with dignity
- **Inclusiveness:** By being unbiased and fair in everything we do and consulting widely to identify where we can make the most difference
- **Leadership:** By motivating and inspiring others to reach the vision and mission.
- **Partnership:** By knowing, supporting and collaborating with individuals, groups and organisations to strengthen our response to HIV/AIDS
- **Empowerment:** By supporting people to make their own informed choices

Information for the role

The AIDS Action Council employs staff who have lived experience and use this openly, appropriately and effectively to build professional relationships with the people they work with. Lived experience is used to inform and contribute to staff culture and encourage community understanding and reduction of stigma and discrimination for all affected communities.

The Council appoints staff using a process underpinned by the principles of merit, equity, and transparency. All selection is based on an applicant's proven experience, qualifications and/or training and assessment to perform the inherent requirements of the position. As a peer-based organisation, we recognise that people with HIV/AIDS and LGBTI people bring unique perspectives, skills and knowledge that are important to the Council's work. The Council promotes the recruitment and continued employment of LGBTI people and people living with HIV/AIDS.



POSITION RESPONSIBILITIES

The Corporate Support and Quality Officer is responsible for performing a diverse range of tasks including:

- Provide high quality customer service, reception duties and maintain client appointments.
- Process sales transactions, prepare financial reconciliations and other financial reports.
- Process and maintain membership and stakeholder records in CRM system.
- Maintain all files and records in accordance with the organisation's record management practices
- Work closely with the Executive Director to plan, organise and support work processes and personnel as part of the organisation's quality improvement program.
- Maintain systems and processes for membership, administration, filing and finances.
- Support the accreditation processes across the organisation to meet accreditation requirements.
- Assist the executive to implement and monitor quality improvement activities and identify issues using the quality improvement system.
- Work collaboratively to monitor and identify areas for improvement.
- Provide executive administrative support to the Executive Director requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work.
- Provide office and administrative support that may be of a complex nature to other members of the team.

KEY ATTRIBUTES

- Able to demonstrate problem solving, leadership, conflict management, and team building skills appropriate to the position requirements and contribute to a productive work environment and achievement of goals.
- Genuine commitment to client service including a positive, resilient and culturally aware attitude.
- Willingness to take responsibility for tasks, ability to prioritise work and manage competing timeframes.
- Initiative and enterprise and an orientation towards continuous improvement.
- Models self-awareness, self-management and social awareness through all levels of communication, problem-solving and conflict resolution.
- Demonstrated knowledge and understanding of the issues faced by people of diverse sexualities, gender identities and sex characteristics.
- Creativity and innovation to find ways to capture, communicate and share innovative ideas and practices.
- Discretion, patience, tolerance and respectful behaviour displayed at all times.

QUALIFICATIONS AND EXPERIENCE

- A minimum Certificate IV qualification in Admin/Business/Finance/Accounting is essential.
- At least three years demonstrated experience working in an administrative, office coordination or quality improvement role.
- Proficient in the use of computer software systems including demonstrated experience using the following software: Microsoft Office Suite and Salesforce. Ability to acquire skills using cloud-based business software programs.
- Demonstrated understanding and enthusiasm for working in the community sector.
- Demonstrated problem solving skills, attention to detail and high level initiative.
- Able to work independently and effectively within a small team.



KEY SELECTION CRITERIA

1. Demonstrated experience in a customer-facing environment, providing high-level customer service and maintaining client confidentiality.
2. Demonstrated experience in quality improvement practices, record management and reporting, preferably within the community sector.
3. Able to establish and maintain relationships with stakeholders across government, community sector organisations, members and service users.
4. Excellent interpersonal and communication skills, including both oral and written, and the ability to produce accurate and high quality documentation.
5. Understanding and commitment to the objectives and values of the Council and HIV/AIDS related health and social issues, and issues faced by LGBTI people.
6. Flexible, keen to learn and willing to undertake a diverse range of tasks.

HOW TO APPLY

To apply you will need to submit your resume, contact information for two referees and provide responses against each of the selection criteria (maximum 250 words per response) outlining your skills, knowledge and experience. Please email your application to executive@aidSACTION.org.au. Applications close at 5:00pm on Monday 15 April 2019.

DIVERSITY

The AIDS Action Council values diversity in the workplace and encourages applications from suitably qualified Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse communities and members of the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer communities.

The AIDS Action Council is a registered charitable organisation and had Public Benevolent Institution (PBI) status – salary sacrifice is available.