

**Murray Valley Aboriginal Cooperative**

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**mvac.org.au**

Murray Valley Aboriginal Cooperative was established in 1974 with a clear vision to provide Health, Housing and Child Care / Education to our Community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is committed to Child Safe Standards and through compliance to standards we strive to embed this commitment throughout the organisation. Compliance to these standards is a mandatory requirement for all staff members.

This position description provides our employees with specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability towards the achievement of our values and mission.

We are a flexible organisation and as such we expect individual roles will change over time, and position descriptions will change with them. Position descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

<b>Position Title</b>	<b>Admin Support Officer</b>
<b>Position Number</b>	
<b>Cost Centre</b>	Admin
<b>Management Hierachy</b>	
<b>Classification – Full or Part-time</b>	Full-time
<b>Scope or Purpose of Position</b>	The Administration Support Officer (Reception) will be the first point of contact for clients, community members, and visitors engaging with MVAC. This role is central to creating a welcoming, professional, and culturally safe environment while ensuring the smooth operation of daily office functions. The officer will manage reception duties such as answering calls, responding to enquiries, scheduling appointments, and directing individuals to appropriate services or staff. They will also provide high-quality administrative support to program teams and management, including document preparation, data entry, filing, and record-keeping, as well as assisting with the coordination of office systems, supplies, and resources. By maintaining professionalism, confidentiality, and cultural sensitivity in all interactions, the Administration Support Officer will contribute to positive community engagement and organisational effectiveness, enabling program staff to focus on delivering outcomes for the Aboriginal community.
<b>Contractual Employment Period</b>	All positions at MVAC are subject to funding and the satisfactory completion of the probation period.
<b>Reports to</b>	Manager of Family & Youth Services
<b>Payroll:</b>	

Award Level	
<b>Child Safety</b>	<p>MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with current Child Safety Standards. In order to achieve this, MVAC has implemented all necessary legislation, regulations and guidelines pertaining to child safety at all levels of operation through policies and procedures.</p> <p><b>Management Responsibility:</b></p> <ul style="list-style-type: none"> <li>• Priorities the safety and wellbeing of children to your staff.</li> <li>• Regularly review the 11 standards at staff meeting level.</li> </ul> <p><b>Staff and Volunteers Responsibility:</b></p> <ul style="list-style-type: none"> <li>• Priorities child safety.</li> <li>• Implement the Child Safety and wellbeing policies.</li> <li>• Speak up about child safety.</li> </ul>
<b>Salary or Compensation Rate (including superannuation)</b>	<p><i>Note: Salary or compensation rates and conditions may be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any or all adjustments in compensation conditions lies with the CEO, only, and no other agent of MVAC including the Direct Performance Reviewer.</i></p>
<b>Salary Packaging</b>	Available
<b>Time Fraction Per Week</b>	<p>Fulltime employees will work 34 hours per week over a 52-week year, and between the following weekly operating hours:</p> <p>Monday – Thursday: 9:00am – 5:00pm.</p> <p>Friday: 9:00am – 4:00pm.</p> <p>Closed Weekends, and National or Victorian Public Holidays.</p> <p>Breaks:</p> <ul style="list-style-type: none"> <li>- 1-hour unpaid meal break if working for more than 5 hours.</li> <li>- 10 minutes each for morning and afternoon tea if working for every 4 hours.</li> </ul> <p><b><i>Note: An employee may be requested to work hours outside the above times but may also have the right to refuse such request depending on the situation. Any excess hours maybe recognised by TOIL or direct payments, but not until it has been authorised by the CEO only.</i></b></p>
<b>Required Pre-Employment Conditions or Screening Checks</b>	<p>All MVAC employees, <b>prior to appointment</b>, are required have and maintain a WWC and police check (no older than three months before application).</p> <ul style="list-style-type: none"> <li>- A Working with Children Check. (must be linked to MVAC)</li> <li>- Police Check</li> <li>- A current unrestricted drivers' licence, (if required in your business area)</li> <li>- Child Safety Standards training</li> <li>- MARAM - if required</li> <li>- First Aid Certificate (code finishing in 0003 or greater),</li> <li>- Qualification in Workplace Standards is desirable</li> </ul>
<b>Primary Position Location</b>	<b>MVAC Offices, 87 Latje Road, Robinvale</b>
<b>Secondary Locations (If any)</b>	As required
<b>Probation Period</b>	Six months after initial appointment; deemed shorter at the discretion of the CEO

	<p>only.</p> <p>During any probation period there will be two reviews undertaken; one approximately three months after appointment, and another six month after appointment at which time the employee could become permanent for the terms of the funding source or have their probation period extended, or their contract terminated.</p>
<b>Performance Review Timing</b>	Once an employee has their contract of service confirmed and/or past the completion of the probation period there is an annual performance / staff development reviews undertaken until the contract of service is completed or a new contract of service is renegotiated.
<b>Supervision</b>	Supervision will occur with the Manager of Family & Youth Services on a monthly basis.
<b>Direct Performance Reviewer</b>	Manager of Family & Youth Services
<b>End of Contract Conditions</b>	An end of contract can be deemed to have happened if the employee has resigned, retired, been terminated due to a breach of certain MVAC policies, and/or National or State legislations, or for other specific reasons stated in the contract of service. In most cases compensation maybe granted for an early completion of a contract of service. Please refer to the contract of Employment for additional end of contract information.
<b>Primary Legislation Position Operates Under</b>	<ul style="list-style-type: none"> <li>• Child Wellbeing and Safety Act 2005 (the Act)</li> <li>• Child Wellbeing and Safety Regulations 2017</li> <li>• Child Safe Standards</li> <li>• Fair Work Act 2009</li> <li>• Human Rights and Equal Opportunity Commission Act 1996</li> <li>• Occupational Health and Safety Act 2017</li> </ul>
<b>Key Internal Relationships</b>	<ul style="list-style-type: none"> <li>• CEO / Executive Business Manager</li> <li>• Human Resource Manager</li> <li>• MVAC Health Practice</li> <li>• MVAC Early Learning team</li> <li>• MVAC IFS and SEWB teams</li> <li>• Health Promotion and Maternal Health teams</li> </ul>
<b>Key External Relationships</b>	<ul style="list-style-type: none"> <li>• Consumer Affairs Victoria</li> <li>• MVAC Funding Bodies</li> <li>• LMARG</li> <li>• DFFH</li> <li>• Department of Justice</li> <li>• Department of Health</li> <li>• Swan Hill Shire Council</li> <li>• Robinvale District Health Service</li> <li>• Robinvale College</li> <li>• Royal Flying Doctors Service</li> <li>• Primary Health Network</li> <li>• Rural Workforce Agency of Victoria</li> </ul>
<b>Key participation in committees and</b>	<ul style="list-style-type: none"> <li>• Social Service Regulator</li> <li>• MVAC Compliance committee</li> </ul>

<b>Meetings</b>	<ul style="list-style-type: none"> <li>• MVAC OHS committee</li> <li>• MVAC executive meetings</li> <li>• Any other meetings applicable to the funding agreement</li> </ul>
<b>Key Accountabilities and Duties / Selection Criteria</b>	<p><b>Reception &amp; Frontline Support</b></p> <ul style="list-style-type: none"> <li>• Act as the first point of contact for clients, community members, and visitors.</li> <li>• Provide culturally safe, professional, and welcoming reception services.</li> <li>• Manage telephone enquiries, emails, and in-person requests, directing clients to appropriate staff or services.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Administrative Support</b> <ul style="list-style-type: none"> <li>• Prepare and maintain documents, correspondence, and reports.</li> <li>• Perform data entry, filing, and record-keeping in compliance with MVAC policies.</li> <li>• Assist with scheduling appointments, meetings, and events.</li> <li>• Monitor office supplies, equipment, and general administrative systems to ensure smooth operations.</li> </ul> </li> <li>• <b>Communication &amp; Stakeholder Engagement</b> <ul style="list-style-type: none"> <li>• Maintain effective internal communication with staff and management.</li> <li>• Support client engagement by providing accurate information and guidance in a culturally sensitive manner.</li> </ul> </li> <li>• <b>Compliance &amp; Confidentiality</b> <ul style="list-style-type: none"> <li>• Ensure compliance with organisational policies, procedures, and reporting requirements.</li> <li>• Maintain strict confidentiality of client information and organisational matters.</li> </ul> </li> <li>• <b>Continuous Improvement</b> <ul style="list-style-type: none"> <li>• Contribute to the ongoing development and improvement of administrative processes.</li> <li>• Support special projects as directed by management.</li> </ul> </li> </ul> <p><b>Child Safety Standards:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain comprehensive child safety policies and procedures that align with the <b>National Principles for Child Safe Organisations</b> and the Social Services Regulator and any relevant state or territory legislation.</li> <li>• Monitor the organization's adherence to child safety regulations and principles, ensuring that the standards are being met in all programs, services, and interactions with children.</li> <li>• Ensure policies address areas like recruitment, training, risk management, and responding to concerns or incidents related to child safety.</li> <li>• Regularly review and update policies in collaboration with the compliance committee to reflect changes in legislation, best practices, and organisational needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee and coordinate mandatory child safety training programs for all employees, volunteers and contractors working with children</li> <li>• Identify and assess potential risks to child safety within the organisation, including physical, emotional and online safety and work in collaboration with the OHS committee to address the identified risks.</li> <li>• Conduct regular child safety audits and inspections of facilities, environments, and activities where children are involved to ensure compliance with safety standards.</li> <li>• Ensure the establishment and operation of clear procedures for reporting and responding to child safety concerns or allegations of abuse</li> <li>• Act as the key point of contact for reporting incidents and ensure that all allegations are investigated in a timely and appropriate manner, in line with legal requirements.</li> <li>• Ensure compliance with relevant state and national child protection legislation, including the <b>Working with Children Check (WWCC)</b> requirements for employees and volunteers within the SEWB team.</li> </ul>
<b>Required Knowledge: Essential/Key</b>	<ul style="list-style-type: none"> <li>• Experience in community services, preferably in a not for profit or community-focused organisation.</li> <li>• Sound understanding of the Child Safety standards and child protection laws.</li> <li>• Excellent communication and interpersonal skills, with the ability to engage diverse stakeholders.</li> <li>• Extensive experience working with Aboriginal and/or Torres Strait Islander people.</li> <li>• Demonstrated computer skills including MS Suite, email, data collection/input and record management skills</li> </ul>
<b>Essential Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Understanding and respect of local Aboriginal History</li> <li>• Aboriginal Cultural awareness</li> <li>• Ability to communicate effectively</li> <li>• Ability to work independently</li> </ul>
<b>Key Challenges within the position</b>	<ul style="list-style-type: none"> <li>• Implementing MVACs policies</li> </ul>
<b>Random Drug and Alcohol Testing</b>	MVAC has a policy on the usage of drugs and alcohol throughout all business centres and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board.
<b>Privacy Requirements</b>	All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy Policy <a href="https://www.mvac.org.au/privacypolicy/">https://www.mvac.org.au/privacypolicy/</a> which have been developed in-line with the Privacy Act 1988 <a href="https://www.oaic.gov.au/privacy/australian-privacy-principles/">https://www.oaic.gov.au/privacy/australian-privacy-principles/</a>
<b>Disclosure of Information on Pre-existing Injuries or Conditions</b>	There is an obligation on all applicants to fully disclose, either in application and/or at interview, any prior or present medically related injuries or conditions that could have a bearing on their ability to perform the duties and responsibilities of the position, as outlined in this Position Description, or potentially expose the employer to increased workplace-related liability in the future (see primary risk exposure section for guidance). Such information cannot

	be used by MVAC to discriminate the applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations <a href="https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law">https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law</a>
<b>Continuous Professional Development (CPD)</b>	MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities within their area of employment. This development will be identified through the supervision process with your immediate manager. MVAC may provide this support through the conduct of internally or external managed workshops.
<b>Signature of Employee (once contract has been signed)</b>	
<b>Name and Date:</b>	