Position description

Title	**Province Leader Assistant**
Reports to	**Province Leader**
Classification & Salary	**SCHCADS Level 4 (plus super and salary packaging)**
Employment Status	**Part-time (0.6) ongoing**
Primary Location	**Abbotsford**
Date	**November 2021**

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The position is a central point of contact and knowledge for the Province Leader, Province Leadership Team, Good Shepherd Stewardship Council and Sisters.

The incumbent will perform a range of administrative duties, high-level administrative support, diary management, coordination and drafting of Province publications.

This position plays an active role in supporting the management of enquiries and legal matters related to former residents. This includes managing enquiries related to legal documents, verification of records, drafting correspondence on behalf of the Province Leader, liaising and follow up with lawyers.

This position requires an incumbent with unimpeachable ethics, maintaining confidentiality and approaching matters with sensitivity and professionalism.

Key Responsibilities

Duties include but are not limited to;

- **People**
  - Be a central point of contact and knowledge for the Province Leader, Province Leadership Team, Good Shepherd Stewardship Council and Sisters
  - Provide high-level administrative support Province Leader, Province Leadership Team, Good Shepherd Stewardship Council and Sisters in a discreet and confidential manner
  - Act as a back up to other administrative employees as required
  - Liaise with Province Leadership Team, Good Shepherd Stewardship Council and the GSANZ Board Chairs required in a discreet, confidential and supportive manner
- **Clients**
  - Handle external and internal enquiries in a highly professional, proactive, confidential and discreet manner
  - Prepare invitations & coordinate plans for GS meetings and events (including Chapters) as required
  - Event management, including event organisation, catering, venue bookings, etc.
  - Database management
- **Operations**
  - Manage all incoming calls and correspondence to and from the Province leader accurately and to agreed timelines.
  - Receive enquiries or legal documents, verify records, draft correspondence on behalf of the Province Leader, liaise and follow up with our legal firm.
  - Take Minutes at meetings, as requested, and prepare necessary documentation, including agendas and reports
  - Manage, action and file emails, maintain current filing and information management systems and recommend and implement new and improved systems as required, including all Sisters' personal files and all legal and Towards Healing (Pathways) claims.
  - Manage Province Leader's diary, organise payment of invoices, travel, and accommodation and maintain special occasion mailing lists
  - Preparation of professional presentations, documents, and correspondence
  - Coordinate Good Shepherd circulars such as Leadership Team News; generate 'Around The Province', after seeking input from Sisters. Draft and edit content to deliver a publication that is news-worthy and engaging
  - Generate annual publications for the Sisters, including the Community Directory, the Jubilee, Feast Day & Birthday Celebrations Booklet and the Deceased Sisters booklet.
  - Prepare quarterly statistics report for Sisters' Generalate Office in Rome
  - Management or involvement in- key Provincialate projects, as required such as the complaints database
  - Any other duties as required

Personal Attributes

- Ability to build and maintain effective relationships with internal and external stakeholders
- Can work under limited direction with the ability to work autonomously to contribute to the running of the Provincial Leadership Team
- Ability to produce high quality reports to stakeholders and internal team
- Behaviour consistent with GSANZ mission, policies and values
- Values team culture and works collaboratively and proactively
- Commitment to personal and professional development
- Can maintain a professional working culture aligned with Good Shepherd mission, values and role model behaviours for other staff
- Ability to meet stringent deadlines, perform well under pressure and manage multiple priorities

Qualifications, Experience and Mandatory Requirements

- Experience providing high level administrative support to Province Leader/Senior Leaders
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- Proof of right to work in Australia
- Proof of vaccination for COVID19, or medical exemption

Key Selection Criteria

1. High level verbal and written communication skills
2. Ability to maintain a high level of discretion and confidentiality at all times
3. Experience working with highly confidential and, at times, sensitive personal information
4. Experience using Microsoft suite of products, Including Advanced skills in Outlook, Word and Publisher; and Intermediate skills on Excel, PowerPoint
5. Alignment with Good Shepherd mission and values
6. Well-developed organisation and time management skills
7. Ability to anticipate needs as they arise

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Proof of vaccination for COVID19 or medical exemption

The above requirements will need to be supplied and verified prior to commencement
Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.