

Position:	Meals on Wheels (MOW) Victoria Communications Officer (Voluntary)
Location	Working from home (within Victoria preferable)
Reports to:	MOW Victoria President
Tenure:	Part time (ongoing) (a commitment for 2 years from successful appointee preferable)
Hours	Approximately 7.5 hours per week (averaged over a month)
Salary	Voluntary Position
Travel	Not required, maybe optional for special events

Key Relationships:	
Internal: <ul style="list-style-type: none"> • MOW Victoria President • Meals on Wheels Australia (MOWA) Strategic Planning Officer • MOW Victoria Committee • MOW Victoria Executive Administration Officer (volunteer) 	External: <ul style="list-style-type: none"> • State Service Providers • State Members Services • Meals on Wheels Clients • MOWA representatives • Volunteers (new and existing) • Other State MOW staff • Federal, State and Local Gov. Representatives • Community sector representatives and volunteers • Website Contractor
Terms of Employment:	
<ul style="list-style-type: none"> • This is a voluntary position. • The incumbent will be responsible for covering all equipment and utility costs • Reimbursement for job related expenses related to special stationary requirements or travel can be negotiated 	
Purpose of Position:	
<p>Meals on Wheels assists older people and people with a disability to remain living independently for as long as possible. The Victorian Meals on Wheels (registered as Victorian Meals on Wheels Association Incorporated) is an industry group whose members are primarily made up of Meals on Wheels service coordinators and managers. We have strong links with Meals on Wheels Australia (MOWA) and have two members from Victoria on the board.</p> <p>Victoria Meals on Wheels is a voluntary committee dedicated to the continuous improvement, promotion, and sharing of information and ideas for all Meals on Wheels providers throughout metropolitan and regional Victoria. It is our aim to raise the public profile of this valuable service and acknowledge the efforts of the paid and volunteer workforce. We are also committed to the development and improvement of the service throughout the State. Most of our members work at grass roots level and have an innate understanding of the issues facing services and clients. It's these issues that we can often address at our meetings and feedback to government.</p> <p>The main purposes of this position is to assist with-</p> <ul style="list-style-type: none"> • Communication and engagement with members, service providers, federal, state, local government and community sector representatives. • Raise community and sector awareness of the importance of MOW and the vital role it plays in assisting people to remain healthy and independent for as long as possible. 	

- The ongoing development and deployment of various communication and promotional strategies for MOW Victoria.

Primary Responsibilities:

Communication strategies

- Assisting with the development, design and implementation of various communication and promotional initiatives.

Communication materials

- Primary responsibility for a quarterly MOW Victoria newsletter, including initial design, sourcing content, and distribution.
- Assisting with the development of promotional, educational and other sector support documentation.
- Assisting with the development of surveys and data collection tools.
- Assisting with the dissemination of relevant information provided by MOWA, government and other related entities
- Create visually impactful, responsive and on-brand content for MOW's social media channels (Facebook, Instagram and LinkedIn). This includes, infographics, graphic, image and video based content
- Assisting with updates, upgrades and enhancements to the MOW Victoria website

Communication with the sector

- Engaging and liaising with MOW Victoria members and service providers via email, video conferencing and phone.
- Feeding back relevant issues raised during the course of communication with members and service providers to the MOW Victorian President.
- Liaising and exchanging ideas with MOWA and other MOW States (WA, SA, NSW, QLD, TAS, ACT) staff and volunteers involved in national and state communications.

Communication technology

- Assisting MOW Victoria personnel with various technological requirements related to cloud file storage and sharing, video conferencing for meetings, and other software related issues.

Skills, Knowledge and Key Attributes

- Exceptional customer service skills, underpinned by a focus and commitment to quality
- Reliability, self-direction, ability to prioritise tasks
- High-level interpersonal skills which encourage participation and cooperation
- Socially agile with excellent communication skills across a broad demographic including grassroots providers, to personnel from all levels of local, state and federal government
- Capacity to acquire and grow a deep understanding of the MOW service model and complexity
- Ability to develop an understanding of relevant legislation, standards and work health and safety systems
- Attention to detail, with good administrative and time management skills and capacity to undertake various projects within tight timeframes

- Capacity to effectively use a range of communication strategies to increase engagement
- Strong sense of social justice and understanding of the role MOW plays in maintaining a person's dignity and independence

Position requirements:

- Relevant experience in a similar role
- Experience in providing a high level of stakeholder service
- Proficiency with Microsoft Office suite, Graphic Design Software and Video Conferencing Platforms
- Experience with website management, social media management and programs such as Mailchimp and Wordpress
- Professional appearance and manner
- Superior listening written and verbal communication skills
- Ability to be resourceful and proactive
- Significant capacity to multitask, prioritise and work under pressure
- Capacity to demonstrate positive values
- Proficient with contemporary communication approaches and styles
- Ability to deal with sensitive and confidential information
- Work independently and in accordance with safe work practices and occupational health & safety requirements

Desirable qualifications

- Appropriate tertiary qualifications or currently studying (student) Media, Communications, Marketing or similar field
- Experience in performing a similar role

Prerequisites / requirements

- Maintain a current police clearance - essential
- Capacity to undertake further up skilling in training - highly desirable

Experience

- Minimum of 1 to 5 years in a similar role