

Position:	Meals on Wheels (MOW) Executive-Administration 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 • MOW Victoria Secretary • Meals on Wheels Australia (MOWA) Strategic Planning Officer • MOW Victoria Committee • MOW Victoria Communications 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 are to assist the MOW Victoria committee with-</p> <ul style="list-style-type: none"> • Operational and administrative functions • Governance and compliance requirements of the association • Tasks associated with database maintenance and record keeping • Meeting planning, scheduling, invitations, agendas and minutes 	

- Communication with members
- Development of processes and procedures to assist committee achieve strategic objectives

Primary Responsibilities:

Governance and compliance

- Assisting with reporting requirements
- Assisting with record keeping, file maintenance and storage

Database maintenance

- Ensuring all databases are kept up to date, maintained and upgraded when necessary
- Ensuring all relevant documents and records are stored in a systematic, safe and confidential manner

Meetings

- Assisting with the planning and scheduling of meetings and the compilation of agendas
- Assisting with email invitations and RSVPs
- Take accurate, clear and detailed minutes if required
- Ensure that minutes are distributed to all members, and stored and archived appropriately
- Assist with meetings with external organisations from time to time

Communication

- Assisting with communication between the committee and members
- Assisting with the implementation of various communication strategies
- Liaising with MOWA and other MOW State bodies (WA, SA, NSW, QLD, TAS, ACT) staff and volunteers when required
- Liaising with personnel from government and other external agencies when required

Administration (general)

- Assisting with general administration tasks
- Assisting with various operational tasks associated with special projects and communication strategies and sector engagement initiatives
- Assisting with the development of policy, procedure and processes

Skills, Knowledge and Key Attributes

- High level written communication skills and experience
- Good customer service skills, underpinned by a focus and commitment to quality
- Reliability, self-direction, ability to prioritise tasks
- Socially agile with excellent communication and interpersonal skills across a broad demographic including grassroots providers and 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
- Capacity to learn and understand Meals on Wheels' relationship and interactions with My Aged Care and the Commonwealth Home Support Program
- Ability to develop an understanding of relevant legislation, standards and work health and safety systems
- Attention to detail, with excellent administrative and time management skills and capacity to

undertake various tasks and projects within tight timeframes

- Strong sense of social justice and understanding of the role MOW plays in maintaining a person's dignity and independence.
- A comprehensive knowledge of governance and compliance requirements
- High level written communication skills and experience

Position requirements:

- Relevant experience in a similar role
- Experience in providing a high-level of administrative support
- Experience in working with boards and committees
- Proficiency with the Microsoft Office suite and file storage systems
- 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
- A business or administration qualification
- Experience in performing a similar role
- Experience in working within or closely with local government, and or the non-for-profit sector

Prerequisites / requirements

- Maintain a current police clearance - essential
- Capacity to undertake further up skilling in training - highly desirable
- Capacity to learn and understand Meals on Wheels' relationship and interactions with My Aged Care and the Commonwealth Home Support Program

Experience

- Minimum of 5 to 10 years in a similar role