

POSITION DESCRIPTION

POSITION TITLE	CORPORATE SERVICES OFFICER
LOCATION	Deakin, Canberra ACT
AGREEMENT/AWARD	Karralika Programs Single Enterprise Agreement 2013
CLASSIFICATION	Administration
CONTRACTED HOURS	Part-time, 45.6 – 60.8 hours per fortnight
RESPONSIBLE TO	Director Corporate Services
RESPONSIBLE FOR	No line management responsibilities

ABOUT KARRALIKA PROGRAMS

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is “People living better lives”.

Our purpose is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride.

We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations. We are committed to providing a safe and engaging workplace for our staff, students, volunteers and people accessing our services, including children. We respect people’s identity, and actively promote connection to community, history and sense of self.

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations.

We value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support.



ROLE DESCRIPTION

Working as part of a team, the Corporate Services Officer supports the operational and strategic functions of Karralika Programs, working closely with the Governance Group and staff across the organisation. With a working knowledge of corporate functions including human resources, information technology, communications and marketing the Corporate Service Officer provides important service and support in their area of specialty as well as supporting office coordination and reception as required.

FUNCTIONAL RESPONSIBILITIES

Strategic Leadership and Management	<ul style="list-style-type: none"> • Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities; • Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc. via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based clinical best practice; and • Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.
Service Delivery and Program Management	<ul style="list-style-type: none"> • Research and offer advice on regulatory issues including human resource management, and work health and safety; • Prepare / contribute to organisational briefing material and analytical reports for submissions, tender applications, organisational accreditation and regulatory compliance; • Provide high quality secretariat support to committees as required; • Perform data analysis for input into reports; • Contribute to, and in some cases lead, the review and development of HR policies and procedures; • Contribute to the development and delivery of education and training sessions to staff; • Support the recruitment, onboarding and exit of staff; • Record and pass on feedback to relevant channels • Draft correspondence using agreed formats and structured guidelines • Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector; • Respond to and resolve external and internal enquiries; • Coordinate and report on corporate functions including but not limited to Human Resources, Information Technology and fleet vehicles; • Support communications and marketing activities including events, website, promotional materials and reports; and • Carry out general office and driving duties and support office coordination as required.

Technical Practice and Governance	<ul style="list-style-type: none"> • Support the development and implementation of corporate service improvements in line with good governance and best practice; • Coordinate the corporate services component of the organisation's health, safety and wellbeing actions and obligations including reporting on progress, liaising with teams; • Contribute to the Health Safety and Wellbeing Committee work programs; • Provide input into the development, implementation and evaluation of projects and programs; • Coordinate/contribute to business systems improvements and development of submissions and tender applications; • Develop and participate in priority project work; • Liaise with internal and external professionals to support corporate services; • Maintain statistical records within the organisation; • Undertake activities to develop knowledge and expertise in relation to professional and administrative skills; and • Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirement
Human Resource Management	<ul style="list-style-type: none"> • Follow/comply with Karralika Programs Policies and Procedures; • Undertakes activities to develop knowledge and expertise in relation to functions of the role; • Contribute to the delivery of training programs including staff orientation; • Maintain professional knowledge and continue to develop knowledge and expertise in relation to requirements of the position.
Corporate Governance and Compliance	<ul style="list-style-type: none"> • Promote best practice approaches in corporate governance through understanding and contributing to compliance with legal and regulatory requirements (privacy, fair work, WHS); • Contribute to the coordination of organisation's IT strategy and systems, including data and systems security; • Contribute to the coordination of the organisation's workforce strategy and systems including policies, onboarding, exit and development; • Comply with and monitor adherence with Karralika Programs Inc. Work Health and Safety policy; • Under direction, coordinate information for quality audits; and • Participate in activities supporting continuous quality improvement
QUALIFICATIONS, EXPERIENCE, SKILLS and KNOWLEDGE	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Working with Vulnerable People Clearance, • Driver's License, • National Police Check <p>Desirable</p> <ul style="list-style-type: none"> • Training and or qualifications in one or more of the following: Communications, Business administration, Information Technology, Human Resources, Regulatory Compliance, Work Health and Safety.

Experience	<ul style="list-style-type: none"> • A minimum of three years' experience in a role with similar responsibilities; • A level of expertise and experience to undertake the range of activities required of the position; • An aptitude for information systems and technology; and • The ability to achieve results with minimal supervision;
Skills and Knowledge	<ul style="list-style-type: none"> • Project and resource management skills; • Strong verbal and written communication skills with the ability to build positive relationships and liaise effectively with a wide range of stakeholders; • Well-developed organisational and time management skills; • Data collection and reporting; • Policy development; • Critical thinking and problem solving; • Empathy and professional boundaries; • Teamwork; • Initiative; • Knowledge of Human Resource Management principles and practices; • Ability to use a range of application software packages, including Office 365, • Knowledge of WHS legislative and policy obligations and regulatory requirements; • Organisational Policies and Procedures; and • Consumer Engagement.
INDIVIDUAL WORKPLAN	
<p>Each staff member will have in place, in addition to the above responsibilities, an Individual Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Biannual performance appraisals will be undertaken in each year.</p>	