

Position Description

Position title:	Western Australia Branch – Administrative Officer
Classification:	Level 3
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Hours:	0.4 FTE or 30 hours per fortnight
Position tenure:	Fixed-term for 12 months
Employee benefits:	Salary Packaging
Location	Western Australia
Reports to:	Western Australia Branch President
Direct reports:	None

Position Objective

Providing administrative support to the Australian Breastfeeding Association (ABA) WA Branch and its volunteers to support the smooth operation of the branch achieving its operational goals and activities. Your understanding of the structure of ABA, and the needs of the Association will guide you as you contribute to the promotion and operation of ABA in the community.

Key responsibilities

Administration

- Provide information in a professional and courteous manner to association members and the general public about ABA's services via telephone, email and post.
- Respond to incoming enquires from health and community stakeholders.
- Provide administrative support to volunteers and groups for essential activities and specialised task areas, including (but not limited to) Breastfeeding Education Classes, Branch Conference, expos and other public events
- Provide administrative support to the WA Branch President or delegate.
- Maintain the appropriate levels of stock of up-to-date ABA resources and provide resources to volunteers as required.
- Maintain volunteer database.
- Maintain office diary and calendar, ensuring communication with all relevant parties.
- Maintain filing systems, both electronic and paper and other administration standards as required by branch.
- Investigate and assist with future branch funding opportunities (grants etc)
- Keep records in accordance with ABA privacy policy.
- Maintain regular contact with ABA Western Australian Branch personnel for supervision, direction and progress reviews against agreed project milestones and KPIs
- Provide quarterly written progress reports, and a final project report.

Community Engagement and Promotion

- Promote and publicise ABA services to health and community organisations in Western Australia in collaboration with the National Support Office, in particular, ABA membership, Breastfeeding Education Classes and local group events using a range of strategies
- Improve awareness of volunteering opportunities with a view to increasing enrolment in Cert IV Breastfeeding Education accredited training to build the capacity and sustainability of ABA in Western Australia.
- Liaise locally with current ABA volunteers to guide support of any promotions (e.g. via Zoom, face-to-face regional meetings, phone calls, email)
- Support maintenance of collaborations and partnership with health and community stakeholders.

Selection Criteria

Skills / Experience

- Demonstrated effective and inclusive interpersonal, verbal and written communication skills that can be applied to facilitate engagement with stakeholders
- Demonstrated ability with computer/Internet skills. Competency with MS Office is essential.
- Demonstrated effective organisational and time management skills
- Ability to work autonomously and proactively manage role accountabilities and achieve performance outcomes
- Ability to enter data and produce reports

Knowledge

- Knowledge of ABA Policies, procedure and guidelines
- Awareness of ABA's services to parents, in particular those available in Western Australia *
- Understanding of the needs of pregnant women, breastfeeding mothers and new parents in relation to breastfeeding
- Knowledge of relevant health and parent support services in Western Australia
- Demonstrated understanding of and commitment to volunteerism

Qualifications

- Related degree or diploma or
- Relevant experience in a similar administration or health promotion role
- Completed or working towards Certificate IV Breastfeeding Education or equivalent (desirable)

*Key selection criteria

Communication

- Branch President and management team
- ABA Growth and Engagement Team (marketing)
- Western Australia Branch volunteers and trainees
- ABA Local Groups (Western Australia)
- ABA personal members (Western Australia)
- Health services and health professionals
- Media outlets

Other requirements

- Willingness to agree to adhere to the Code of Ethics, and complete ABA Orientation / Induction processes (inc. Volunteering with ABA presentation) as appropriate
- Mobile phone
- Access to an appropriate home office space, with reliable internet
- Current full driver license and own vehicle

Key performance indicators

- Workplan agreed with Branch President (BP)
- Information requests responded to within one week of being received
- Emails and phone calls responded to within an appropriate timeframe as agreed with the BP
- Fortnightly liaison with the BP
- Assist quarterly reporting to ABA Board, via Branch President

Revision history

Revision	Date	Description of modifications
1	April 2020	New role approved by Western Australian Branch President