



Down Syndrome Victoria

Supporting Victorian families since 1978

<u>POSITION TITLE</u>	Administration Officer
<u>SECTOR</u>	Not for Profit – Salary Sacrificing available
<u>WORK TYPE</u>	Permanent part time – 28 hours per week (Monday –Thursday)
<u>LOCATION</u>	18/71 Victoria Crescent, Abbotsford VIC 3067
<u>REPORTS TO</u>	Operations Manager and Executive Officer

Down Syndrome Victoria is the state-wide peak membership organisation representing individuals with Down syndrome and their families. Down Syndrome Victoria is a not-for-profit organisation established in 1978 to provide support, information and resources to people with Down syndrome, their families and the broader community. The Down Syndrome Victoria priorities are building resilience, building knowledge and independence, empowering members and sustainability.

Administration Officer

The Administration Officer will look after the day to day office administration and will work closely across the entire organisation to provide a high level of administrative support. Externally, the role will require liaison and communications with external suppliers and stakeholders including DSV members.

Key Responsibilities

Administrative

- Provide administrative support to the various teams within the organisation
- Meet office administrative systems deadlines as required
- Troubleshooting with staff in relation to IT & facilities enquires
- Answer telephone and respond to email enquiries
- Various office tasks

Communications

- Regular updating of social media outlets such as Facebook and Twitter.
- Content collation and distribution of DNews (electronic newsletter)
- Responsible for member communication via email campaigns and individual responses
- Communication to include donors and fundraising contacts
- Prepare surveys through Survey Monkey
- To work with the Executive Officer in identifying improvements, innovation, and implementation to online communications policy and practice.

Down Syndrome Association of Victoria Inc.

18/71 Victoria Crescent Abbotsford VIC 3067 t: (03) 9486 9600 f: 03 9486 9601

e: info@dsav.asn.au w: downsyndromevictoria.org.au

Reg No A0008787R ABN 59 901 963 154



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Database Processing

- Processing of membership payments
- Processing donations and receipts for donors
- Data collection and reporting
- Membership & stakeholder relationships
- Database maintenance
- Various membership functions

Down Syndrome Victoria holds two key events per year – one is a member event and one is a fundraising and awareness event and at this time there will be oversight and assistance required for these events and tasks at this time will include elements of Events & Fundraising and Volunteer coordination.

- Coordinate the member events and fundraising including promotion and logistics.
- Assist in event budgets preparation and applications for event funding.
- Assist with advertising and public relations strategies to promote events.
- Oversee and implement all operations relevant to the running of an event; including – liaising with event contractors, suppliers, event sponsors and supporters and complete post evaluation and reporting on events
- Database maintenance and the updating of events information
- Assisting with correspondence ('ask' letters, thank-you's, certificates of appreciation)
- Build and maintain relationships with venue contacts, event sponsors and supporters, participants and volunteers.
- Recruitment & retention of volunteers
- Conduct volunteer inductions
- Manage volunteers availability for 2 key events per year

Selection Criteria

Skills, Knowledge and Experience

Essential

- Proven work experience as an Administrative Officer, Administrator or similar role
- Solid knowledge of office procedures and protocols
- Experience with office management software; MS Office (MS Excel and MS Word & Powerpoint)
- Experience using Mail Chimp for electronic newsletter, Survey Monkey, Client Relationship database and publishing content on website
- Strong organization skills with a problem-solving attitude
- A self starter who enjoys the challenge of a varied workspace
- Demonstrated understanding of communication practices to stakeholders encompassing a broad range of activities including website, social media and electronic newsletter management.
- Proven interpersonal, communication (both verbal and written) and editing skills to tactfully relate to a wide range of stakeholders.
- Proven ability to problem-solve and work with limited supervision, determine work priorities, meet required timelines, achieve agreed outcomes, apply procedures in a practical manner and work co-operatively as part of a team.

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- Ability to understand and work with both formal and informal (volunteer) systems.
- Highly developed communication, interpersonal and organisational skills
- Strong attention to detail
- Flexible in nature with the ability to work independently and flexibly
- Teamwork skills, both with the Administration team and also with staff
- Ability and willingness to learn how to use new data management systems
- Knowledge of confidentiality issues.
- Strong commitment to inclusion of people with disabilities within the community

Desirable

- Previous experience or demonstrated understanding of the disability sector including NDIS would be considered an advantage
- Demonstrated knowledge and experience in the use of the Adobe Creative Suite, primarily; Illustrator, Acrobat and Photoshop and desktop publishing software based communication tools and practice.
- Personal connection to Down syndrome

Qualifications

- Certificate IV in Business Administration

Desirable

- Experience working in a community organisation
- Current Drivers Licence

Personal Qualities

- Empathy:** Demonstrated ability to understand other points of view, a warm caring approach to people, ability to handle difficult people and situations and ability to understand and appreciate the needs of people from diverse cultural backgrounds
- Integrity:** Communicates intentions, thoughts and feelings openly and directly. Has the ability to treat individuals fairly, even in extreme situations.
- Flexibility:** Demonstrates adaptability and flexibility to meet changing situations, is receptive to new ideas and perspectives, responds and adjusts easily to changing work demands and circumstances.
- Resilience:** Perseverance to achieve goals even in the face of obstacles, copes effectively with disappointment and setbacks, remains calm and in control under pressure.
- Teamwork:** Able to work as part of a team and with minimal supervision. Actively seeks to skill and empower members by giving them capacity to meet their own needs and self advocate.

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Work Environment

This position is based in an office environment. The nature of this role and its responsibilities deems that occasionally some work will be required outside normal business hours. The incumbent will be expected to negotiate with their manager varied work hours to compensate for additional work commitments. Some carrying and lifting may be required. The successful applicant will initially be employed for a probationary period of three months.

Acceptance of the position involves a willingness to work within the philosophy and policy direction of Down Syndrome Victoria.

The successful applicant will be required to undergo satisfactory pre-employment checks including professional referees, completion of a satisfactory police records check and working with children check. Completion of the Pre-existing Injury Declaration Form is also required.

Down Syndrome Victoria maintains a smoke-free environment.

Down Syndrome Victoria is an equal opportunity employer and strongly encourages people with a disability to apply for all positions.

Approved: _____

Date: _____

Executive Officer

I acknowledge and agree that the above job description is a true and accurate description of my current role.

Signed: _____

Employee

Name: _____

Date: _____

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About Down Syndrome Victoria

Down Syndrome Victoria is the state-wide peak membership organisation representing individuals with Down syndrome and their families.

Down Syndrome Victoria is a not-for-profit organisation established in 1978 to provide support, encouragement, information and resources to people with Down syndrome, their families and the broader community.

We are a whole-of-life service offering:

- personal support and information for families, especially when a new baby is born;
- advocacy, information, support, mentoring and training for adults with Down syndrome;
- an education support service to assist students with Down syndrome and their teachers in mainstream schools;
- peer support groups around Victoria;
- annual family fun day and other events;
- conference and education sessions;
- a quarterly journal;
- information and professional development for health and education professionals;
- a library of Down syndrome specific resources.

Down Syndrome Victoria is a member of the Down Syndrome Australia network of state associations. DSV relies on public and private sector support to fulfil its mission of empowering individuals to achieve a lifetime of meaningful inclusion in the community.

About Down syndrome

Down syndrome is the world's most common chromosome disorder and cause of intellectual disability. It is not an illness or disease, and occurs at conception. It occurs in one of every 700 to 900 births worldwide and affects people of all ethnic and social backgrounds. In Victoria, forty-five to sixty babies are born with Down syndrome each year.

The human body is made up of millions of cells, and in each cell there are 23 pairs of chromosomes, or 46 chromosomes in every cell. Down syndrome is caused by the occurrence of an extra chromosome, chromosome 21 (Down syndrome is also known as Trisomy 21). People with Down syndrome therefore have 47 chromosomes in their cells instead of 46. This results in a range of physical characteristics, health and development indications and some level of intellectual disability. Down syndrome is usually recognisable at birth and confirmed by a blood test.

Down syndrome affects, but does not determine, development. People with Down syndrome are each as unique as any other person, with their own talents, abilities, thoughts and interests. Everyone with Down syndrome experiences some delay in areas of their development, and some degree of learning disability. This will vary significantly from one individual to another, and what happens after birth will be far more important in shaping the outlook for any individual with Down syndrome than the occurrence of an extra chromosome at conception.

With appropriate health and education services and with the support and opportunities available today, people with Down syndrome can look forward to long and fulfilling lives as valued members of their families and the broader community.

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