

Role Description

Role details	
Role title	Branch Service Coordinator
Reports to	Member Services Team Leader
Next reporting manager	National Membership Engagement Manager
Location	Melbourne Office or Designated Work from Home
Award	Clerks – Private Sector Award 2020
Classification	Award level 5
Hours of work	Varied part time and full time [refer to individual employment contracts]
Tenure	Permanent ongoing [or fixed term subject to contract]
Date	September 2020
Role purpose	
<p>Reporting to the Member Services Team Leader, the position's focus and responsibility is to actively support the membership and delivery of Strategic Plan objectives including:</p> <ul style="list-style-type: none"> • Delivery of high-quality customer service to members by phone inbound/outbound calls. • providing professional support services to the Branch Management Committees, associated Sub-Committees and Practice Groups. • adoption and implementation of the multiple strategies relating to member and non-member growth and engagement, social policy & advocacy, the AASW Reconciliation Action Plan (RAP), and networking activities including continuing professional development (CPD). • coordination of activities associated with key AASW projects. • working collaboratively with the team and other portfolios to coordinate Branch activities across relevant States/Territories including member engagement and networking, Continued Professional Development workshops, consultations and key events. • Developing and managing a network of professional partnership and stakeholder relationships. 	

About AASW

The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 12,000 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.

The AASW operates from a national office (Melbourne) and a network of 9 branches delivering education, programs and services, advocacy, networking, and connection for the benefit of members and the social work profession.

Our Values

AASW employees are expected to operate in accordance with the aims and intent of our shared values.

Respect

- Trust; True openness; Compassion; Self-awareness and reflection

Collaboration

- Support each other; Teamwork; Shared vision; Being united and collegiate; Enjoy your time at work and have fun

Integrity

- Responsibility; Courage; Authenticity

Accountability

- Be engaged and contribute; Deliver outcomes

Responsiveness

- Self-awareness; Flexible; Agile; Curiosity

Performance Indicators

Customer Service [Service delivery to our members]

- Members survey results relating to the customer service experience. [introduction TBC]
- Number of unanswered calls [targets / initial trend data]
- Ratio of queries resolved to queries transferred. [target 80% resolved]

Branch events

- Number of events delivered and number of participants in attendance [targets TBC / initial trend data]
- Distribution of attendee survey for each event [target 100%]
- Conversion of non-members to members at each event [targets TBC / initial trend data]

Projects

- Delivery of project milestones to plan and on time.
- Delivery of a member mentorship program

Budget

- Meet budget deliverables [monthly]
- Monthly finance budget variation reports [completed on time]

Social Policy and Advocacy Activities

- Contribution to Social Policy and Advocacy Activities as determined by the Social Policy and Advocacy Strategy

Key Areas of Accountability

Branch Management Committee Support

Ensure professional, effective, and efficient branch management, secretarial and administrative support services to the BMC, practice groups and other state-based groups as required:

- Schedule, coordinate and attend BMC meetings and other meetings as required (including some
- Afterhours meetings where required), ensuring associated meeting documentation and papers are prepared and circulated in a timely and professional manner.
- Provide administration support, particularly in relation to taking and preparing minutes of meetings, agenda preparation, circulation, and related activities.
- Operate as a key point of contact for responding to all State and Territory Branch enquiries.
- Work with relevant AASW departments to ensure processing of invoices, reconciliation of payments, management of records and data management compliance; and
- Contribute to the development and management of Branch budgets in collaboration with the Member Services Team Leader and the AASW Finance Team.

Provision of high-quality professional development programs

Support the delivery of high quality AASW's professional education in collaboration with the AASW Training and Education Team including:

- Coordinating of CPD activities for members including the promotion of activities, coordinating member bookings, room and catering requirements as well as the development and management of online CPD Events.
- Building collaborative operating relationships and CPD related information sharing across the Branches and the AASW Education and Training Team working with a teamwork approach; and
- Work with relevant AASW departments to ensure processing of invoices, reconciliation of payments, management of records and data management compliance

AASW membership engagement activities & Projects

Support AASW member engagement activities by:

- Actively engaging with key stakeholder groups/institutions to mobilise AASW member and non-member engagement activities.
- In consultation with the AASW Education Team, BMC and Practice Groups manage the successful delivery of the Branch events program.
- Undertake project work and associated activities as required by the Member Services Team Leader.
- Contribute content for Branch communications, website and other AASW publications as required.
- Consulting and participating in AASW membership recruitment, engagement and retention programs and campaigns and related activities; and
- Addressing member and stakeholder satisfaction feedback in a responsive and appropriate manner

Promoting AASW's social policy & social justice objectives

In consultation with the BMC and Manager, Social Policy & Communications:

- Support the organisation's social policy position on issues identified as important to the AASW at the Branch and/or National level
- Support the implementation of strategies relating to the Reconciliation Action Plan (RAP) to achieve greater understanding and improved delivery of culturally sensitive social work practices within Aboriginal and Torres Strait Islander communities.
- Assist in the coordination of special education events and AASW key events
- Provide reports on Branch Social Policy and Advocacy activities as directed

General

In addition to the key areas of accountability outlined, effective performance also involves undertaking a range of associated activities including:

- Operating as the key point of contact for information exchange/ communication for the BMC, AASW and all other AASW Branches.
- Developing and maintaining collaborative working relationships with key internal/external stakeholders.
- Contributing to AASW's and the Branch strategic planning activities.
- Representing the AASW at functions including attending out-of-hours meetings and functions. Interstate travel to manage events.
- Data capture, analytics and report writing.
- Identify areas of improvement and propose actions that meet challenges and maximise opportunities for business growth; and
- Other tasks as required from time to time as directed by your manager.

Key compliance Requirements

All AASW employees are required to:

- Comply with all AASW policies, procedures and code of conduct.
- Operate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment and service delivery; and
- Participate in relevant training and awareness programs relating to compliance obligations and areas of accountability.

Note: A police check and other checks may be required as part of the selection and appointment process

Core Competencies and Capabilities

These competencies and capabilities are fundamental requirements.

Personal Responsibility

- complies with the AASW Code of Conduct at all times.
- anticipates and adapts willingly to changing demands and situations.
- takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the AASW in so much as they apply to the relevant position.
- Willingness to acquire new skills and willingness to undertake further training.

Regulatory Compliance – Safety, Health, Environment, Ethics and Privacy

- Assists in the provision of a safe and healthy workplace by identifying and responding to hazards in an appropriate manner.
- Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents.

Leadership and Communication

- Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives.
- Promotes a team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers, and service providers.

Service Quality and Efficiency

- Maintain service quality and efficiency and take part in quality assurance processes.

Key Selection Criteria

Essential Requirements

- Tertiary qualified Business/Administration or equivalent experience.
- Professional communication skills.
- Excellent customer service skills.
- Excellent collaborative skills to work with a range of stakeholders.
- Project management skills and knowledge of project management principles.
- Experienced in coordinating learning events and professional meetings.
- Ability to work autonomously with minimal supervision and as part of a team.
- Experience in drafting routine correspondence and preparing newsletter/publications.
- High level administrative and organisational skills, including managing work deadlines and managing information.
- Influence and negotiation skills.
- Analytical problem solving and conflict resolution skills.
- Highly skilled in the use of MS Suite of products, Word, Publisher, PowerPoint and Excel.
- Ability to undertake occasional travel interstate from time to time and attend out-of-hours meetings etc.

Desirable Requirements

- Understanding of social work and other allied health services sector.
- Experienced in providing executive-level support to committees/volunteer advisory groups.
- Experience in a professional association.
- Experience in customer/member engagement

Approval		
Cindy Smith CEO		
	Signature:	Date:

Acknowledgment

- I understand I may be required to undertake alternate tasks and duties as may be required from time to time which are not listed in this statement, as directed by my manager.
- I will provide assistant to other employees as may be reasonably required.
- This position title may change in the future in accordance with changes to the organisation structure.
- I acknowledge and have read and understood this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability.

Employee Acceptance		
Print name:	Signature:	Date: