

Role Description

Role details	
Role title	Branch Manager (SA)
Reports to	Member Services Team Leader
Next reporting manager	National Membership Engagement Manager
Location	Adelaide, South Australia
Award	Clerks – Private Sector Modern Award 2010
Classification	AASW Professional Officer Level
Hours of work	Part time 0.8 FTE
Tenure	Ongoing
Date	July 2019
Role purpose	
<p>Reporting to the Member Services Team Leader this role is responsible for:</p> <ul style="list-style-type: none"> Managing the operations and service delivery to members Supporting the implementation of AASW strategic objectives with a focus on advancing the delivery of strategies relating to member growth and engagement, social policy, the AASW Reconciliation Action Plan (RAP) and continuing professional development (CPD) objectives Providing quality and efficient secretariat and administrative support services to the Branch Management Committee (BMC), associated Sub-Committees and Practice Groups Managing and developing 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 members are required to operate in accordance with the AASW Code of Ethics which requires an approach to social work practice which reflects:

- ❖ Respect for persons
- ❖ Social justice
- ❖ Professional integrity.

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

Key Areas of Accountability

Branch Management, Branch Management Committee Secretariat & Administrative Services

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

1. Prepare and manage the Branch annual budget in consultation with the Member Services Team Leader, CFO and BMC
2. Schedule, coordinate and attend BMC meetings, planning days and other meetings as required, ensuring associated meeting documentation and papers are prepared and circulated in a timely and professional manner
3. Preparation of documentation including formal responses, policy documents, written submissions etc., on behalf of the BMC as required
4. Undertake project work and associated tasks as required by the BMC, Member Services Team Leader and/or Manager, Social Policy & Communications
5. Provide administration support, particularly in relation to taking and preparing minutes of meetings, agenda preparation, circulation and related activities
6. Operate as key point of contact for responding to enquiries to the branch office
7. Work with relevant AASW departments to ensure processing of invoices, reconciliation of payments, management of Branch facilities, records and data management compliance, and maintenance of office equipment and assets

Provision of high-quality professional development programs

Support the effective operation and delivery of AASW's professional education objectives and guidelines including:

1. Co-ordinating CPD focused training resources, programmes/activities
2. Building collaborative operating arrangements and CPD related information sharing across practice groups
3. Collaborate with the AASW CPD Team in the implementation
4. Support the effective operation and professional impact of AASW practice groups
5. Developing and implementing review processes and reporting arrangements to monitor and assess the effectiveness of AASW practice groups in accordance with AASW Bylaws

Maximise AASW membership engagement activities

Support AASW member engagement activities at a local Branch level by:

1. Actively engaging with key state-based stakeholder groups/institutions
2. Developing an annual events calendar, in consultation with the AASW CPD Team, BMC and Practice Groups managing the successful delivery of the Branch events program
3. Preparing content for branch communications, website and other AASW publications as required
4. Consulting and participating in AASW membership recruitment, engagement and retention programs and campaigns and related activities
5. Addressing member and stakeholder satisfaction issues promptly

Promoting AASW's social policy & social justice objectives

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

1. Undertake research and analysis activities across a range of relevant issues
2. Preparation of submissions, policy statements, position papers and related documentation
3. Actively engage with key stakeholder groups/institutions which enable the social policy and advocacy activities of members/prospective members
4. Promote the organisation's social policy position on issues identified as important to the AASW at the Branch and/or National level
5. 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.

General

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

1. Operating as the key point of contact for information exchange/ communication for the BMC, AASW's National Office and other AASW Branches
2. Developing and maintaining collaborative working relationships with key internal/external stakeholders
3. Contributing to AASW's and the Branch's strategic planning activities, as required using structured project management tools and processes.
4. Representing the AASW at functions, as required, including attending out-of-hours functions on occasion
5. Undertake alternate tasks as may be required from time to time to a professional standard
6. Identify areas of improvement and propose actions that meet challenges and maximise opportunities for business growth
7. Meet relevant goals and metrics

Key compliance Requirements

1. 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
- participate in relevant training and awareness programs relating to compliance obligations and areas of accountability

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

Core Competencies and Capabilities

These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these 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 as required.

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

- Proven relationship building and management skills
- Proven experience of successfully engaging with a wide range of stakeholders to support social policy and social justice objectives
- Effective management of a portfolio of projects within agreed service delivery timelines and standards
- Experienced in report and submission preparation and writing
- Demonstrated experience in office/branch administration, including budget and records management
- Ability to work autonomously with minimal supervision and as part of a team
- Experienced in coordinating learning events and professional meetings
- Ability to undertake occasional travel throughout the state and/or interstate from time to time and attend out-of-hours meetings etc.
- High level administrative and organisational skills, including managing work deadlines and information
- Problem-solving and conflict resolution skills
- Professional communication skills (oral and written)

Desirable Requirements

- Tertiary qualified or equivalent
- Understanding of social work and other allied health services sector
- Experience in a professional association
- Experienced in providing executive-level support to committees/volunteer advisory groups and providing secretariat support

Approvals

Approved by: Cindy Smith, CEO		Date:
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Accepted by

Employee Name:		Signature:	Date:
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