

Position Description

Position Details	
Role title:	Administration Officer, IQA
Reports to:	Team Leader, Professional Standards & Assessments
Location:	Melbourne
Department:	Professional Standards & Assessments
Award:	Clerks – Private Sector Award 2020
Classification:	Level 2
Hours of work:	Full time 38 hours
Tenure:	Fixed term 6 months [initial]
Date:	April 2021
Position Purpose	
<p>The Administration Officer IQA is responsible for supporting the administration of the AASW International Qualification Assessment (IQA) program. The IQA program is responsible for the assessment of social work qualifications for migration and employment purposes in Australia.</p>	
About AASW	
<p>The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 14,000 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.</p> <p>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.</p>	
Our Values	
<p>AASW employees are expected to operate in accordance with the aims and intent of our shared values.</p> <p>Respect</p> <ul style="list-style-type: none"> Trust; True openness; Compassion; Self-awareness and reflection <p>Collaboration</p> <ul style="list-style-type: none"> Support each other; Teamwork; Shared vision; Being united and collegiate; Enjoy your time at work and have fun <p>Integrity</p> <ul style="list-style-type: none"> Responsibility; Courage; Authenticity <p>Accountability</p> <ul style="list-style-type: none"> Be engaged and contribute; Deliver outcomes <p>Responsiveness</p> <ul style="list-style-type: none"> Self-awareness; Flexible; Agile; Curiosity 	
Position Performance Indicators	
TBC	

Key Areas of Accountability
<p>Provide Administrative Support to the IQA program</p> <ul style="list-style-type: none"> • Acknowledge receipt of IQA applications, conduct check of contents, collection of fees, and allocation of file reference numbers. • Complete pre-assessment of documentation. • Liaise with applicants regarding further documentation required. • Dispatch of completed Assessment notices. • Prepare monthly or other reports as requested. • Provision of information about the AASW's assessment criteria and guidelines to those inquiring about the assessment of overseas social work qualifications. • Respond to IQA email and telephone enquiries, as appropriate within the scope of the role. • Process applications from international students following completion of an AASW accredited social work program. • Within defined guidelines, provide feedback to membership officer regarding the eligibility of overseas qualified applicants.
<p>Provide additional administrative support to the professional standards team</p> <ul style="list-style-type: none"> • Respond to enquiries by email and phone where required drawing upon templates and procedures. • Maintain data records • Assist in the preparation of monthly or other reports as requested under guidance. • Assistance with updating forms and information e.g. information for the AASW website, e-bulletin
<p>General duties</p> <ul style="list-style-type: none"> • Undertake alternate tasks as may be required from time to time to a professional standard • Provide assistance to other employees as maybe reasonably required • Active involvement in quality and continuous improvements, and always seek best practice in fulfilling your role • Maintain an up to date knowledge of skills and tasks through ongoing education • To undertake strategic developments using structured project management tools and processes
Key Compliance Requirements
<p>All AASW employees are required to:</p> <ul style="list-style-type: none"> • 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. <p>A police check and other checks may be required as part of the selection process or during your period of employment.</p>
WHS Inherent Job Requirements
<p>AASW will take all reasonable steps to accommodate the abilities and needs of all staff members and prospective staff members within the inherent job requirements of the role.</p> <p>The requirements may include:</p> <ul style="list-style-type: none"> • Attendance, representing and public speaking at AASW functions and AASW approved events • Sitting or standing at a desk for extended periods of time • Manual handling • Use of computer screen for extended periods of time • Managing peak work demands • Undertake after hours work • Ability to undertake interstate airline travel if required from time to time

- Communicating around emotive subjects involved in the social work sphere, such as mental health, child protection, disability, sexual orientation and family violence

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.

Promotes and Communicates

- 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

- A minimum of four years' (administrative) support skills or similar
- Highly experienced in the use of Microsoft Office applications particularly Word, PowerPoint, Excel, Teams
- Able to work autonomously with minimal supervision and as part of a small team
- Highly developed organisational skills, including experience in maintaining information databases and filing systems
- Experienced in drafting formal correspondence according to systems and processes
- Ability to work well under pressure and to respond flexibly to changing circumstances
- Excellent time management skills
- Demonstrated experience with continual quality improvement frameworks and implementation
- Ability to ensure privacy and confidentiality over information provided, as appropriate
- Excellent organisational and planning skills
- Excellent communication skills both written and verbal
- Excellent interpersonal skills
- Ability to rapidly acquire new skills and/or willingness to undertake further training if required

Desirable Requirements

- Relevant qualification, e.g., business administration, information technology or related discipline
- Understanding of role of a professional association and/or peak body
- Experience working in a cloud based filing environment (SharePoint/OneDrive)

Approval

Cindy Smith
CEO

Signature:

Date:

Alternate Duties

- I understand I may be required to undertake alternate tasks and duties as may be required from time to time and as directed by my manager.
- I will provide assistance to other employees as may be reasonably required.

Acknowledgment

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.

I also understand that I may be required to undertake other duties relevant to the position that are not listed in this statement.

Employee Acceptance		
Print name:	Signature:	Date: