

## Position Description

<b>Position Title:</b>	Support Officer
<b>Reports to:</b>	SAFCA Executive Officer
<b>Tenure:</b>	As per employment contract
<b>Hours:</b>	0.5 FTE (Tuesday – Thursday)
<b>Remuneration:</b>	SCHADS Level 4

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### The Position

The main duties of the SAFCA Support Officer (SO) are around the functions of administration and support of projects and functions of the operation of SAFCA.

### Relationships

- This position reports directly to the Executive Officer (EO)
- The SO will liaise with SAFCA staff, and provide support, as needed
- The SO will have direct contact with SAFCA members
- The SO will likely have contact with other relevant key stakeholders, e.g., Financial Counselling Australia (FCA), financial counselling agencies, industry and government.

### Duties and Responsibilities

#### Administration

- Preparation and distribution of papers for and from meetings (agendas, minutes, attachments etc)
- Support the implementation of a new member database
- Respond to phone calls, messages and email enquiries
- Other duties as required.

#### Resource Support

With oversight from the Membership and Finance Officer (MFO) Membership Application processes (in summary, but not limited to):

- Review, assess and process new membership, renewal and transition applications to ensure compliance with the National Standards for Membership and Accreditation, and check that all relevant information and supporting documentation has been provided
- Provide the SAFCA Board with summary information of new membership and transition applications, and allow sufficient time for feedback prior to applicant approval
- Membership Database/FCA Toolkit: Update and maintain data quality and accuracy
- Respond to membership queries
- Check and update membership database in preparation for automated renewal process
- Prepare and issue membership certificates
- Follow up overdue membership renewals and outstanding information/documentation
- Maintain SAFCA website membership page and other webpages as required
- Communications to membership including those requested by MFO, EO and/or Finance, Audit and Risk Committee
- Other duties as required.

### **SAFCA Projects/Events**

- Undertake administrative and project duties which support events, especially the SAFCA Conference and other training and member functions
- Verify and cleanse membership data and prepare for migration to new database
- Update information on event registration systems
- Other duties as required.

### **Support to the EO and SAFCA Staff**

- Preparation of documents as requested e.g. meeting papers, desktop research on topics of interest to SAFCA and sub-committees
- Assisting with other support duties as required
- Undertake projects as requested by and in conjunction with the EO and other SAFCA staff

### **Essential Minimum Selection Criteria**

- Diploma of Community Services or other relevant similar qualification
- Experience in working in a community services or not-for-profit organisation
- Experience in using database management systems
- An understanding of the role of financial counsellors and the context in which they work, or the ability to quickly acquire that understanding
- Strong skill-set Microsoft Office suite of programs including Word, Excel, Outlook, Survey Monkey, Event Management Systems (or similar) and maintenance of website content
- Detail oriented and focused on completing work with accuracy and timeliness
- Strong interpersonal and verbal and written communication skills
- Ability to record meeting minutes accurately and concisely
- Ability to work autonomously with general supervision
- A current drivers licence (some travel may be required to attend meetings and events)
- Ability to work as part of a small team; collaborate and provide support where necessary.

### **Compliance**

- Adhere to the Workplace Health and Safety Policy of SAFCA by ensuring you take reasonable care to protect your health and safety whilst at work and avoid adversely affecting the health and safety of any other staff member through any unsafe work practice or act of omission
- Comply with all other relevant legislation
- Comply with SAFCA policies and procedures
- Comply with Service Agreements for all funding bodies
- Comply with Professional Codes of Conduct and work within agency principles
- Undertake a South Australian Police Check.