

# Information Package



## Executive Assistant - Bathurst

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

## POSITION ADVERTISEMENT

Veritas House is a vibrant, not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people, their families and carers.

We have created a new position for an Executive Assistant to work with our CEO and Executive Team. You will have a unique opportunity to help shape this position, and will:

- Maintain professional relationships with key stakeholders
- Prepare papers, agendas and minutes for Board and other meetings
- Coordinate meetings, diaries and travel
- Provide general admin and support to the CEO
- Provide support to a self-sufficient Executive team

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

### To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

**Applications close at 9.00 am on Monday, 30<sup>th</sup> March 2020**

*Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.*

## To apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when

the interview is being arranged.

### What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

### Submitting your application

Applications should be submitted via email (by the closing date and time) to:

[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

## POSITION DESCRIPTION

<b>Position Title:</b>	Executive Assistant
<b>Position Status:</b>	Full-time, Permanent
<b>Reports to:</b>	Chief Executive Officer
<b>Program:</b>	Central
<b>Location:</b>	Bathurst with potential travel to other locations
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Grade 3 Level 4.1 – 4 depending on experience
<b>Requirements:</b>	<ul style="list-style-type: none"><li>• Current driver’s licence</li><li>• NSW Working with Children Check clearance and satisfactory Criminal Record Check</li></ul>

### Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

### Primary Objective of the Position

The Executive Assistant is responsible for the smooth operation of the CEO office and for supporting the Executive Team in an agile organisation. The position provides high-level executive support to the Executive team and includes managing travel and administrative support to the Board. Reporting directly to the CEO, the role involves confidential, high-level information as well as engagement with funding bodies, partners and community service stakeholders. This is a diverse, hands-on role which requires professionalism, interpersonal skillfulness, energy and attention to detail.

### Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure

Decisions that are referred to your Manager or a member of the Executive:

- All issues that require a sign off / approval from an Executive Manager or CEO;
- Issues outside of policy guidelines
- Requests for new business from funding bodies
- Complaints from funding bodies

## **Position-Specific Roles and Responsibilities**

### **Provide high level support to the CEO:**

- Maintain CEO's calendar and appointment schedule, including calendar appointments, replying to invitations, scheduling and rescheduling meetings; communicating with participants etc;
- Coordinate meetings for the CEO, including invitations and coordination of attendees, setting up rooms and recording minutes if required;
- Manage meetings-in-progress to adhere to good timekeeping
- Organising supporting documentation for meetings eg. agendas, minute taking, distribution of minutes and actions, booking rooms and equipment, etc;
- First point of contact for people wanting to contact the CEO and escalate or redirect as appropriate or take messages;
- Manage incoming calls, emails, mail and correspondence, proactively determining significance and managing distribution;
- Responsible for maintaining a professional venue image, including set-up and tidying meeting rooms prior to and after meetings;
- Assist in preparing correspondence, reports (including Board reports) and presentations (including electronic presentations);
- General office duties such as maintaining systems for recording and storing information on the CEO's behalf (electronic and paper, as required), organising stationery for the CEO as required, etc.

### **Provide support to the Executive Team:**

- Manage travel arrangements, accommodation and activity bookings for members of the Executive;
- Manage the Agenda, minute taking and action distribution for fortnightly Executive Meetings;
- Assist in preparing and formatting reports and documents for internal and external use as required, often within short time frames;
- Manage confidential and sensitive documentation with appropriate discretion;
- Assist the Corporate Services Manager with corporate governance administration requirements as directed;
- Assist in arranging corporate events;
- Other work (including project-based work) as agreed.

### **Provide high level administrative and governance support to the Board**

1. Manage the schedule of meetings of the Board and Board subcommittees;
2. Work with the Chair and CEO to prepare and distribute meeting agendas and papers;
3. Prepare meeting rooms & ensure meeting requirements eg catering, equipment etc are met
4. Attend & proactively minute all Board meetings (including the AGM) & prepare action lists;
5. Prepare and provide management of all meeting action lists, ensuring the relevant people are tasked accordingly and prompted when deadlines approach;

6. Provide support to the Chair and Board around governance and reporting requirements including the Constitution and Governance policies of the Board;
7. Prepare and distribute orientation and induction packs for new Board and subcommittee members;
8. Provide additional governance support as required including support with the development of governance policies and subcommittee Terms of Reference;
9. Provide administrative support for Elections and other AGM's including liaising with CEO, appointed Returning Officer and Board Members;
10. Ensure that a copy of the Constitution, Strategic Plan and Business Plan is accessible at all meetings of the Board and subcommittees.

#### **Team Participation & Work Management**

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

#### **Cultural Sensitivity and Appropriateness**

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

#### **Accountability**

- Accept professional supervision from your Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

#### **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

#### **Work Health and Safety**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

#### **Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time by an Executive Officer;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;

- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

### **CONDITIONS OF EMPLOYMENT**

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Conduct, as amended and endorsed by the Veritas House Executive from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

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## **SELECTION CRITERIA**

### **Essential**

1. Experience providing support to a CEO and / or Executive team, preferably in the community sector.
2. A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.
3. Capacity to be proactive, assertive and work well under pressure or within tight timeframes.
4. Exceptional organisational skills with a passion for planning, organising and prioritising administrative tasks and systems, including managing competing tasks rapidly and ensuring deadlines are met under pressure.
5. Excellent interpersonal liaison skills with the ability to establish friendly and professional rapport with a wide range of stakeholders, including Board members, organisational and individual members, children and young people, representatives of funding bodies, and members of the public.
6. Experience in dealing with confidential information, and demonstrated capacity to maintain confidentiality and professional standards of behaviour in difficult and sensitive circumstances.
7. Knowledge of and capacity to efficiently use IT and organisational systems, including Microsoft Office Outlook, Excel, Word and Powerpoint.

### **Desirable**

1. Relevant qualifications in business administration, communications or related field.