

Position Description

Administration Officer – The Bouverie Centre

Position No:	NEW
Business Unit:	Provost
Division:	School of Psychology & Public Health
Department:	The Bouverie Centre
Classification Level:	HEO5
Employment Type:	Fixed Term
Campus Location:	Brunswick
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

The Bouverie Centre - <https://www.latrobe.edu.au/research/centres/health/bouverie>

The Bouverie Centre

The Bouverie Centre (Bouverie) is a values-based Practice-Research Centre of La Trobe University, within the School of Psychology and Public Health. Bouverie is also funded by the Department of Health (DH) as a clinical demonstration centre, providing therapy services to families where a member suffers a mental illness or alcohol and drug addiction, and state-wide training to the mental health workforce. As an integrated Practice-Research Centre, our research aims to understand how relationships and circumstances affect abilities to develop well, to care for ourselves and others, and to manage challenging times, at all stages in life, in all cultures, for all people. We work closely together with stakeholders to create meaningful research findings that support the well-being of individuals and families, and serve multiple practice, policy, public health, and research purposes.

A large School within the university, the School of Psychology & Public Health undertakes teaching and research across a broad range of disciplines, including: Family Therapy; Art Therapy; Rehabilitation Counselling; Psychology; Counselling; Neuroscience; Public Health; Digital Health and Analytics; Health Information Management; and Ergonomics, Safety and Health. The School currently comprises seven academic units: the Department of Public Health, the Department of Psychology and Counselling, the Centre for Alcohol Policy Research (CAPR), the Centre for Health Communication and Participation (CHCP), the Olga Tennison Autism Research Centre (OTARC), the Australian Research Centre in Sex, Health and Society (ARCSHS) and The Bouverie Centre.

The Bouverie Centre

Healthy relationships in families, organisations and communities

Established in 1956, The Bouverie Centre is a systemic practice-research organisation that draws on its history of bringing Family Therapy to Australia to promote its vision of healthy relationships in families, organisations and communities. The Centre is a values-based learning organisation that integrates clinical, workforce development, academic and research. The Centre receives recurrent funding from The Department of Health and Human Services, generates fee-for-service income and Category 1-4 competitive research funding.

For more than 20 years the Centre has delivered academic training in Family Therapy and currently offers a Master of Clinical Family Therapy (a nested program encompassing both a Graduate Certificate and Graduate Diploma in Family Therapy). The Centre also offers the Graduate Certificate in Family Therapy, First Nations, enabling Aboriginal and Torres Strait Islander students to enrol to undertake the program in block format in their local region.

The Bouverie is a designated La Trobe University Research Centre, with accompanying strategic investment to support this. A major strategic task over the next five years is to consolidate the research program's capacity, fully integrate this program into the Centre's current work, culture and values, and seek new research partnerships and opportunities.

With the addition of research capacity to the Centre's systemic expertise, long standing relationship with health and welfare services, in particular Victorian mental health and alcohol and drug services, and proven ability to engage new service systems, this position will further grow Bouverie's capacity to have positive real-world impact.

Position Context/Purpose

As a member of the Centre's administrative support team, you will be jointly responsible for the coordination of its Workforce Training Program activities. You will also manage the needs of internal and external stakeholders and perform high level administrative work to ensure the smooth running of the administrative front office/reception.

Duties at this level will include:

- With other members of the administration team, you will perform tasks to support the delivery of the Centre's training suite. The training suite includes self-paced online courses, in person and online workshops, blended learning and webinars. You will use software packages including Swift Digital (an online event management system), Moodle and Intelliboard, to maintain participant registrations and payments, deliver training materials to participants, manage data and reporting, and provide technical support. You will work within shared email inboxes.
- Facilitate end to end management of training events. This includes activities such as:
 - Coordinating and confirming event details (date, time, venue, facilitators, materials etc) and capturing of details in systems.
 - Zoom and Microsoft Outlook invitations.
 - Event management system registration forms.
 - Prepare training portal resources for training participants.
 - Preparing and sending electronic communication with stakeholders, trainers, external organisation contacts and training participants.
 - Catering details.
 - Live technical support and in-person support for trainers and training participants.
 - Issuing certificates.
 - Issuing training participant progress reports.
 - Capturing, dissemination and storage of evaluation data.
- Manage registrations and participant access to the Centre's self-paced online courses by way of registration, payment and Moodle data uploads.
- Upkeep of the Centre's Mailhouse (email distribution list) by populating with training participant details.
- Coordinate external training and consultation arrangements including liaising with external agencies around participant registrations, participant requirements, and organising travel bookings and training resources.
- Work closely with the Centre's workforce development team to support workforce training projects and improvements as required; including progress and timelines monitoring to ensure timely deliverables.
- Provide project evaluation support including performing data collection and analysis when developing written reports and project updates to stakeholders.
- Apply expertise in areas of responsibility to review processes, identify gaps and make and implement suitable recommendations for optimising user experience and operational improvements.
- As required, assist with the general office administration in the busy front desk.
- Identifies gaps or shortfalls in information and sources additional related information.
- Monitors and maintains records/reports to meet both internal and external requirements
- Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.
- Identifies operational improvements. Designs and/or delivers a variety of service support mechanisms (e.g. training/promotional materials, system modifications) to maximise service quality, efficiency and continuity.
- Undertake other duties within the designated function of the position as requested by the Senior Training and Project Coordinator and/or Business Manager.

Essential Criteria

Skills and knowledge required for the position

1. At least 5 years experience in a customer service/administration setting or an equivalent combination of relevant experience and/or education/training.
2. Excellent communication skills, and strong attention to detail, especially regarding written content and data entry. Demonstrated ability to produce accurate work when there are fine details and moving parts.
3. Highly developed organisational and time management skills with the ability to independently prioritise tasks and meet competing deadlines.
4. Ability to work as part of a team and thrive in a highly collaborative environment, including developing strong working relationships with a diverse set of stakeholders and managing expectations of staff across the Centre.
5. High level proficiency in computer software packages including Microsoft Suite (Word, Excel, PowerPoint, Outlook) and online meeting platforms Zoom, MS Teams.
6. A proven ability to operate autonomously, managing competing priorities to achieve quality outcomes.
7. Demonstrated experience in creating and/or improving administrative systems as business needs arise.
8. Ability to use initiative to solve problems and undertake decision making relevant to the duties and responsibilities.
9. Ability to innovate and take responsibility for outcomes.
10. Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
11. Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Attention-to-detail skills; being able to look closely at your work to identify and correct errors, spot and improve weaknesses and produce an accurate end-result. Ability to carry out simultaneous tasks with fine details thoroughly and with accuracy, working at a consistent high-quality and avoiding careless errors.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

Additional requirements/information:

Working hours for this position are 9:00am – 5:00pm (breaks included), however some flexibility is required to fit in with the operational requirements of the Centre. Occasional out-of-office hours are required for special events. Total hours will be 35 per week.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics.
- Help transform the lives of students, partners and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:



We are accountable

We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.



We are connected

We connect to the world outside – the students and communities we serve, both locally and globally



We are innovative

We tackle the big issues of our time to transform the lives of our students and society.



We care

We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities

For Human Resource Use Only

Initials: Date: