

Role Description

Role Title:	Organisational Development Support Officer
Position Number:	98569
Ministry/Corporate Portfolio:	People & Learning
Location:	Newstead
Enterprise Agreement/Award:	Mater Corporate and Administration Services
Classification:	Level 3

Behavioural Standards

The Organisational Development Support Officer shall adhere to the Mater behavioural standards that include the Mater Mission, Values and Code of Conduct as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and action, and holding self and others to account for these standards.

Role Purpose

The Organisational Development Support Officer provides efficient and effective administrative assistance to the Organisational Development team extending to end-to-end support functions associated with program delivery and resource development and currency.

Mission, Vision and Values

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater People are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected Mater People will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity



We strive for excellence

Role Responsibilities and Accountabilities

Every Mater Person is required to understand and deliver on a series of responsibilities which they are accountable for. Mater People are required to act and work in the best interests of Mater and are accountable for their own behaviour, performance, development and contribution to the strategic and operational objectives of the organisation.

These accountabilities and responsibilities include, but are not limited to:

Your Position

- Support the Organisational Development team with administrative functions associated with program development, maintenance and delivery;
- Provide high level administration support to the systems, processes and requests arising within, and referred to, Organisational Development;
- Liaise with subject matter experts and other relevant stakeholders throughout the business to maintain currency of contemporary resources and means of program access and delivery; and
- Undertake the facilitation and delivery of programs within scope of expertise as required to support periods of team absenteeism and output demand.

Your Organisation








- Accept, adhere to and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and frameworks that promote 'zero harm' to Mater People and 'zero preventable harm' for patients;
- Participate in creating an environment that strives for customer satisfaction;
- Participate in meetings and forums as required;
- Foster a collaborative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Fulfil required corporate, mandatory and other education and/or professional development and competency requirements within stipulated timelines;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of Mater and your employment location; and
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

Role Capabilities

The Capability Framework applies to all Mater People. Mater People are required to be familiar with the Capability Framework and the level descriptors associated with the proficiency for each capability group and name. Each Mater Person is accountable for meeting and retaining the expected minimum proficiency applicable to each capability.

Leading Self capabilities apply to all Mater positions. *Leading Others* capabilities apply to non-specialist capabilities for particular ministries/business portfolios and/or positions with manager responsibilities.

Below is a full list of capabilities and proficiency expectations applicable for this position.

	Foundation	Proficient	Skilled	Expert
	Demonstrates broad understanding of the context into which the capability fits; can provide support and perform the capability under guidance as needed; demonstrates curiosity to learn and build awareness	Demonstrate the capability consistently and across all settings; can perform independently only seeking guidance for complex issues; is able to coach others in the fundamentals of the capability	Exercises the capability to achieve best outcomes and demonstrates advanced knowledge; is able to perform the capability independently and solve complex non-routine issues; can use the capability to generate improvements; is able to coach others in the capability	Demonstrates the capability at a complex level across level crossing alliance programs; provides directional oversight and guidance to ensure strategic goals are met; develops long term view or new procedures related to the capability; provides thought leadership in the capability; drives innovative and solution development to solve complex issues or problems
Leading Self				
Capability Group	Capability Name			Proficiency
 Personal Attributes	Act with Integrity			Foundation
	Live our values and embrace diversity			Foundation
	Display self-awareness and motivation			Proficient
	Show compassion, courage and resilience			Proficient
 Build Relationships	Demonstrate community awareness			Proficient
	Work collaboratively			Proficient
	Communicate effectively			Proficient
	Influence and negotiate			Foundation
 Results Focused	Plan and prioritise			Proficient
	Deliver high quality results			Foundation
	Demonstrate accountability			Proficient
 Mission Driven	Problem solving and continuous improvement			Foundation
	For God and humanity			Foundation
	Meet unmet community need			Foundation
	Changing frontiers into familiar ground			Foundation
 Leadership & People Management	Care for our common home			Foundation
	Effective financial stewardship			N/A
	Embrace data and technology			N/A
	Optimise resources			N/A
 Business Enablers	Manage change			N/A
	Inspire and lead with purpose			N/A
	Manage through our values			N/A
	Develop talent			N/A
 Leadership & People Management	Make sound and agile decisions			N/A

Selection Criteria

Suitability to the role shall be determined by suitability to meet/satisfy the following stated qualifications, skills, knowledge and experience. Other additional qualifying criteria, such as licenses, registration and/or vaccinations relevant to this role are prescribed by Mater policies and procedures.

Qualifications

Mandatory

- N/A

Desired

- Vocational or tertiary qualification in an organisational development, human resources or other related discipline.

Skills, knowledge and experience

- High level of competence in using Microsoft® Word, Teams, Excel and PowerPoint applications together with the ability to quickly acquire knowledge of computer-based applications such as SharePoint and Learning Management Systems.
- Ability to liaise with and support the involvement of other key speakers or facilitators from across the organisation who are contributing to our various programs.
- Demonstrated personal confidence to be able to effectively communicate with large groups of people both in person and virtually.
- Demonstrated time management and organisation skills, including the ability to organise and prioritise tasks to meet deadlines.
- Demonstrated ability to function as an effective team member together with the ability to work independently with minimal supervision.
- Desire to provide a high level of customer service with a positive, proactive attitude.
- Desire to develop facilitation skills to be able to deliver a variety of training programs including classroom style, presentations and online learning.