



Western Australian Council of Social Service Inc

Position Description

Position Title	Program Support Officer (PSO) – Social Policy
Classification Level	WACOSS Staff Agreement 2024 – Level 2 Full-time contract till end of December 2026
Reporting line and roles under direct responsibility	<ul style="list-style-type: none">Executive Assistant & Office Co-ordinator

ORGANISATIONAL CONTEXT:

The Western Australian Council of Social Service is the peak body of community service organisations and individuals in Western Australia. WACOSS stands for an inclusive, just and equitable society. We advocate for social and economic change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist people on low incomes and experiencing disadvantage Australia wide. The Program Support Officer plays a key role in supporting WACOSS's Social Policy Team and wider WACOSS team.

KEY PURPOSE:

To assist in the provision of a range of administrative, logistical and project support for the social policy programs and events managed by WACOSS.

Key Duties and Responsibilities

Social policy support and administration	<ul style="list-style-type: none"> • Provide support to the WACOSS Policy staff on projects as directed • Provide a range of administrative support across the broader office, including reception duties • Assist with the organisation and scheduling of meetings, workshops, seminars, recurrent committees, and other online and in-person events • Participate in support meeting preparation, including the coordination of agenda items, presentations and resources • Produce meeting minutes and support the subsequent implementation of meeting actions • Assist with the development of policy related reports and evaluations • Aid in the collation and formulation of reports for funding bodies • Undertake additional project work and support as directed
Liaison and communication	<ul style="list-style-type: none"> • Act as a point of contact for inquiries regarding relevant WACOSS programs and policy • Draft correspondence for external communication • Draft publications such as newsletters, flyers, e-news updates and other relevant resources • Maintain website content relevant to the social policy areas • Assist in the promotion of relevant programs and sector events • Provide administrative support for the organisation and delivery of sector events on behalf of WACOSS
Professional development and planning	<ul style="list-style-type: none"> • In accordance with the Performance Development Planning and Review Policy, develop a Work Plan that aligns activities and tasks with WACOSS strategic priorities and operational plans. • Participate in team meetings, the development of strategic and operational plans and other internal processes as required • Demonstrate commitment to WACOSS Vision and Values
Work health and safety	<ul style="list-style-type: none"> • Take reasonable care for own safety and health at work and avoid harming the safety and health of other people through any act or omission at work
Other duties	<ul style="list-style-type: none"> • Other tasks as appropriate, relevant and directed

Selection Criteria

Experience and knowledge

- Demonstrated ability to produce quality written material such as minutes, reports and newsletters
- Experience in undertaking project and administrative tasks
- Good understanding of the community services sector, and ability to work with a diverse range of stakeholders
- Knowledge of trends in social policy impacting on the community services sector

Attributes and skills

- Very good written and verbal communication skills
- Well-developed organisational and time management skills, including an ability to prioritise and work within tight deadlines
- Excellent interpersonal skills and ability to work effectively in a team environment
- Capacity to work in a fast-paced and changing work environment, including ability to use initiative and independent problem solving
- Proficient computer skills including the MS Office suite, Zoom, Humanitix, Mailchimp, Survey Monkey, basic graphic design ability and back-end website input.
- Attention to detail

Other

- Ability to support and operate within WACOSS's Vision and Values
- Relevant qualification
- Current driver's licence
- Police Clearance

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.