



POSITION DESCRIPTION

Communications and Membership Officer

Part-time (0.8 FTE) / 12 Month Contract

ADVERTISING DATE: 31 July 2017

POSITION CONTEXT

Women with Disabilities Victoria (WDV) is the peak organisation for women with Disabilities in Victoria. Our mission is to advance real social and economic inclusion for women with disabilities in Victoria by being a voice, creating opportunities to be visible and heard, building partnerships to deliver the best results, and engaging the community to challenge attitudes and myths about women with disabilities.

WDV communicates with community organisations, government and its Members about the critical issues affecting women with disabilities.

WDV's 2017-20 Strategic Plan committed to build our Membership base and increase the participation and engagement of our Members throughout all areas of our work.

EMPLOYMENT CONDITIONS

Classification: Women's Health Victoria Enterprise Agreement 2007 Level 3, Year 2
(pro-rata of \$59,938)

Hours Of Work: 0.8 FTE (60.8 hours per fortnight)

Tenure: This position is for 12 months and may be extended subject to funding

Position Location: Level 9, 255 Bourke St, Melbourne.

Probity & Compliance Requirements:

- Current consent to check and release National Police Record with a satisfactory outcome.
- Must possess Australian Citizenship or permanent resident status with applicable work visa.
- WDV is a smoke free workplace
- WDV meets the special measures requirements of the Equal Opportunity Act (2010) for the remedial purpose of promoting or realizing substantive equality for women and women with disabilities.

POSITION OBJECTIVES

This position is responsible for:

- Building and strengthening WDV's Membership base and the engagement and participation of Members in WDV's activities, research, advocacy, communications and information-sharing
- Promoting WDV's work and resources by ensuring effective and accessible communication and dissemination to Members, stakeholders and the community.
- Supporting development of other ICT-related projects and program work.

KEY RESPONSIBILITIES

Member Engagement

- a. Lead the development of a Membership Communications Strategy to reflect WDV's commitment in its 2017-20 Strategic Plan to build and support our Membership base
- b. Promote WDV Membership and participate in recruitment of new Members
- c. Engage in regular communication with Members, including responding to email and phone correspondence
- d. Develop an online platform for Member communication and information sharing
- e. Provide pathways for members to participate in programs and explore opportunities across program areas (empowerment, communications, information, advocacy, research)
- f. Work with Members to tell their stories
- g. Test new WDV information and resources with Members
- h. Collect and review data from Member surveys and the Member database
- i. Contribute to maintenance of the Member database.

Resource Dissemination

- a. Develop a Dissemination and Promotion Strategy, targeting all WDV stakeholders and Members, for WDV information resources such as Safeguards and NDIS resources and WDV Fact Sheets.
- b. Support the launch of these resources at key events such as WDV Annual General Meeting.

Website

- a. Contribute to the planning of the new WDV website, especially the Member area
- b. Ensure the website is accessible and user-friendly for Members
- c. Update and maintain the News section of the website to promote WDV news, activities and events and ensure consistent messaging
- d. Manage, maintain and update the Member area of the website

Online Forums and Communities

- a. Contribute to the development of online forums and communities to provide for Member communication, Leadership Network and Hub forums, and virtual Communities of Practice.

Social Media

- a. Maintain WDV's social media profiles (Facebook, Twitter) and regularly post new content such as Membership news and promotion of WDV programs and activities
- b. Maintain WDV's YouTube channel.

eNews

- a. Contribute items regarding Membership (and Members) to fortnightly eNews
- b. Contribute to editing and publishing the eNews.

Events

- a. Design and promote Member events such as the annual Members' Lunch and membership participation in the WDV Annual General Meeting.

Promotion

- a. Develop strategies to promote WDV events and activities in collaboration with relevant staff
- b. Promote WDV events, news, surveys, awards (eg Brenda Gabe Leadership Award) and other activities via website, eNews and social media.

Policy and Procedure Development

- a. Contribute to development and review of ICT, Communications and Information Access policies and procedures.

Information Accessibility

- a. Ensure accessibility of all WDV communications by promoting and adhering to information access and web accessibility principles.

Publications

- a. Contribute to WDV publications such as the Annual Report.

GENERAL RESPONSIBILITIES

The following responsibilities are required to be carried out and apply to all staff at WDV:

- a. Contribute to WDV's capacity as a feminist organisation to deliver its goals, enable and support high performing teams and foster productive internal and external relationships
- b. Provide verbal and written reports and activities data as appropriate
- c. Active involvement in a reflective learning organisation committed to strategic and operational planning, setting performance objectives, policy development and review, evaluation, risk identification and risk management
- d. Work within organisational policies, procedures and Enterprise Agreement
- e. Undertake other duties as directed within each person's scope and abilities
- f. Health safety & wellbeing requirements:
 - i. Participate in and contribute to Occupational Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors
 - ii. Comply with WDV OHS policies and procedures to participate in the achievement of a safe working culture
 - iii. Where appropriate, participate in workplace inspections, accident reporting and investigations; provide information, instruction and coaching.

ORGANISATIONAL RELATIONSHIPS

Internal Relationships & Extent of Authority

- a. Contribute to the culture of the decision making processes incorporating co-operation, collaboration and shared accountability with other staff, and the Board.
- b. The position reports to the Operations Manager and will work closely on a day-to-day basis with other members of the Operations team and the Senior Policy Officer.
- c. The position will liaise with relevant program staff, IT consultants and support as required.

External

The Communications and Membership Officer:

- a. Builds relationships with Members and other women with disabilities
- b. Encourages involvement of WDV Members, women with disabilities and other key stakeholders in WDV activities.

Accountability

- a. The position will report on delivery of agreed performance measures to the Operations Manager.

KEY SELECTION CRITERIA

- a. A demonstrated commitment to the values and feminist principles underpinning WDV's approach
- b. Highly developed written and oral communication skills, including demonstrated experience writing for a range of audiences, producing web content and co-ordinating and editing content for publications
- c. A high level of ICT literacy and competency in ICT systems, software, and social media platforms including:
 - Wordpress
 - Facebook
 - Twitter
 - Microsoft Office, particularly Word and Outlook
- d. Experience in developing strategies around promotion, dissemination and stakeholder engagement
- e. Personal qualities of integrity, discretion and responsibility around personal disclosure and information management, and strong understanding of privacy principles

- f. Sound knowledge of information access and web accessibility practices for people with disabilities
- g. Strong organizational and time management skills, including the ability to:
 - Plan and schedule workload to respond to multiple demands
 - Prioritise and meet deadlines
 - Multi-task and work effectively under pressure.
- h. Lived experience as a woman with a disability is highly desirable.

POSITION CLASSIFICATION: Level 3 (WHV EBA 2007 descriptors)

Definitions:

- Work is likely to be under limited guidance in line with a broad plan, budget or strategy. Responsibility and defined accountability for the management and output of the individual and for a defined function may be involved. The work of others may be supervised or teams guided or facilitated.
- Work involves the exercise of a degree of autonomy and may involve the control of projects or programmes. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.
- Competency at this level involves the self-directed development of knowledge with broad knowledge across a number of areas and/or mastery of a specialised area with a range of skills.
- Competencies are normally used independently and may be non-routine. Judgement and discretion is required in dealing with clients, services, operations and processes.

Competencies:

- Knowledge of relevant legislation, policies and procedures of the service to assist decision making and guide problem solving.
- Ability to set individual work area objectives and clarify client needs and expected results. The people, funds, materials and equipment needed to carry out this work are identified and set down in an action plan
- Ability to practice principles of equity and non-discrimination in all aspects of work.
- Ability to develop and maintain a cooperative work group.
- Ability to convey information, develop networks and promote the organisation to obtain work as well as seek feedback on client satisfaction.
- Ability to identify, gather, analyse and apply information to achieve goals of the work area. Ability to present information in a way which is understandable to an audience and identifies options and recommends appropriate action.
- Ability to identify and assess workplace change and explain it to others. Ability to support people in adjusting to any workplace change.
- Ability to achieve personal goals in the workplace and career progression. Feedback is sought on work performance and strategies for improvement are implemented. Honest and ethical behaviour is applied with clients and colleagues.

PD Date of approval: 31 July 2017