

Position Description

Regional Administration Officer - Youth Referral and Independent Person Program (YRIPP) (CMY84)

Full-Time / Part-Time / EFT / Fixed term / Ongoing

Full time , Fixed term

Salary and conditions

Base salary of SCHADS level 3 plus:

- Salary Packaging which provides \$15,900 tax free
- Superannuation at 9.5%
- Annual leave loading
- Pay rise of approximately 4% per annum
- Generous entitlements including cultural leave options and flexible work arrangements.

Award / Certified Agreement

Social, Community, Home care and Disabilities Award 2010 and CMY Enterprise Bargaining Agreement 2015-2018 or any replacement agreement.

Reports To

Regional Officer

The Centre for Multicultural Youth (CMY) is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.

Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY works to remove the barriers young people face as they make Australia their home. All CMY staff take an active role in organisational planning and quality improvement. It is a responsibility of all staff to represent CMY as an organisation committed to Participation, Diversity and Human Rights and to promote CMY's range of programs and services.

Program Area

YRIPP is the Youth Referral and Independent Person Program. YRIPP delivers a high quality system of adult volunteers called "Independent Persons" who attend police interviews with young people in police custody when a parent or guardian is not available. YRIPP also seeks to divert young people from future offending through early intervention at the point of police contact.

YRIPP is supported by the Victorian Government and delivered by the Centre for Multicultural Youth and the Youth Affairs Council of Victoria in partnership with community legal centres and Victoria Police.

YRIPP provides:

- Volunteer Independent Persons to attend Victorian police stations 24 hours a day, seven days a week.
- Up-to-date training and ongoing support for volunteer Independent Persons.
- Information about helpful support services for young people.
- Resources about the youth justice system and support services for police and parents.
- Access to 24-hour telephone legal advice for young people in police custody, provided by lawyers from Victoria Legal Aid.
- Evidence based policy advice, advocacy and assistance to improve the criminal justice system for young people.

YRIPP has been operational for over 10 years and is available in police stations across Victoria. YRIPP provides volunteer Independent Persons to over 3500 police interviews with young people per year.

Position Summary

The YRIPP Regional Administration Officer is responsible for delivering high quality administration support to the delivery of YRIPP in the North West Metro, and East Metro/Inner City Regions. In particular, the Regional Administration Officer will be responsible for administrative processes including data entry, volunteer recruitment tasks, and providing support to potential and existing volunteers, in coordination with the relevant Regional Officers.

This position will work across 2 office locations where YRIPP Regional Officers are currently based. These offices are located in Sunshine and Box Hill.

Accountabilities

- Provide high quality customer service and support to potential and current program volunteers and other stakeholders.
- Undertake accurate data entry of interview reports and referral forms completed by volunteers, and update other program information on the YRIPP database/CRM.
- Support volunteer recruitment and screening processes, including conducting volunteer selection interviews, and undertaking proactive promotion activities.
- Deliver a range of administrative tasks and provide administrative support to the Regional Officers including support in organising volunteer interviews, volunteer meetings, police station visits, and training.
- Participate in YRIPP team meetings and other workplace staff meetings.
- Abide by the policies and procedures of CMY and operate within the Code of Conduct.
- Perform all tasks in line with CMY values of Participation, Diversity and Human Rights.
- Consistent with the strategic directions of CMY carry out all other duties as directed.

Key Selection Criteria

- Experience, or a keen interest, in working in the community, youth, justice, Indigenous or multicultural sectors and with volunteers.
- Experience managing high volume of sensitive information and delivering administrative support to complex programs.
- Highly developed organisational skills and the ability to work flexibly across a range of tasks while meeting deadlines.
- Proficiency with a range of software programs including CRM databases, Microsoft Word, Excel and PowerPoint.
- Proficiency and accuracy in typing and data-entry with an eye for detail.
- Ability to work independently and use own initiative, and also work in a team environment.
- Well developed written and interpersonal communication skills, and an ability to communicate effectively with a broad range of stakeholders.
- Relevant qualification in administration / business / social sciences / social work / community development / youth work / criminal justice / law or the equivalent relevant experience.

Additional Information

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks.
- CMY is an Equal Opportunity Employer.

- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- This role at times may require a capacity to work flexible hours including some after hours and weekend work.
- This position is based at CMY’s Sunshine office for 3 days, and at Eastern Community Legal Centre for 2 days.
- A current driver’s license is required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

I have read, understood and approve the above position description:

Manager Name

Manager Signature Date / /

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /