



GROUP PROGRAM SUPPORT OFFICER

DUTY STATEMENT

Job Title:	Group Program Support Officer
APS Level:	APS4
Branch	Open Arms, Veterans and Families Counselling
Section:	Various
Location:	Various
Immediate Supervisor:	Regional Clinical Practice Manager

JOB DESCRIPTION

The Group Program Support Officer (GPSO) assists the Group Program Coordinator in the delivery of the region's group program schedule. The GPSO manages the administrative and practical coordination of group programs. This will involve liaising with internal clinical and community engagement team staff, national communications staff, group program attendees, facilitators, and external service providers including venue coordinators and caterers.

The Group Program Support Officer is part of the Clinical Support Team providing the front line of customer service for clients who may be facing significant or complex challenges. The GPSO may be allocated additional core functions to assist the region in meeting high volume of clinical support work. This may include office management or other service delivery support activities.

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles the Group Program Support Officer will:

- Group Programs
 - Assist the Group Program Coordinator with developing the annual schedule
 - Manage all aspects of events operations through financial, contract and resource management activities.
 - Build and maintain relationships with key Open Arms stakeholders including providers (venues & suppliers), contractors, Defence and veteran communities, DVA and other relevant parties

- Assist the Group Program Coordinator with recruitment, on boarding and induction of Group Program Facilitators
- Reports, audit and compliance
- Coordinate the region's marketing and promotional activities in collaboration with the National Communications Team.
- In Centre Counselling Support:
 - Deliver a professional, efficient and welcoming reception service
 - Client appointment and SMS reminder service
 - Counsellor support: diary management, room bookings, administrative support
- Clinical Support
 - Assist the Operations Coordinator in the management of the centre's property, resources, stationery and IT requirements
 - Other duties as determined by the Operations Coordinator and/or Regional Clinical Practice Manager

SELECTION CRITERIA

Your application will be assessed against the APS 4 Integrated Leadership System (ILS)

1. Supports strategic direction

The successful applicant will demonstrate an understanding of the nature of issues and challenges faced by military veterans, defence force personnel, and their families; and have an ability to respond to their specific needs in ways that enable the development of trust and confidence in the service.

2. Achieves results

The successful applicant will demonstrate an ongoing commitment to participate in and contribute to learning and development activities at individual, team, organisational and broader community levels, to ensure the Open Arms client group has continued access to effectively implemented, evidence based treatment options.

3. Supports productive working relationships

The successful applicant will demonstrate a high level of competence in the application of a range of up to date, evidence based, clinical interventions and other activities, relevant to promoting and supporting the positive mental health of the Open Arms client group. This will be implemented through, management of clients at elevated risk, case coordination with DVA, provision of telephone-based assessment and counselling support, crisis intervention and referral.

4. Displays personal drive and integrity

The successful applicant will have a proven ability to manage a diverse and high volume work load; keep up to date data entry and service documentation; develop and maintain collaborative external working relationships and networks; and operate from an ethical and accountable practice framework.

5. Communicates with influence

The successful applicant will demonstrate an awareness of how the functions of this position fit within a broader organisational and inter-departmental framework, and be able to respond to internal and external systems requirements as an Australian Public Service employee and a representative of the Open Arms.

6. Collaborating with Colleagues

The successful applicant will have highly developed interpersonal skills that enable an ability to work within a context of personal and professional diversity in a way that achieves positive outcomes for individual staff members, the team, the organisation as a whole, and the client group.

To learn more about the ILS click [here](#).

STATEMENT OF CLAIMS

Candidates apply by submitting a 1000 word statement of claims, also known as a 'one page pitch'.

Candidate's statement of claims outline their skills, knowledge and experience and why they should be considered for the role taking into consideration the duties and selection criteria (ILS).

MANDATORY SKILLS AND EXPERIENCE

There are no mandatory clinical qualifications required, though clinical experience is highly desirable. Project management qualifications and procurement plus contract management experience are highly desirable, as well as relevant experience in leadership and management within the Australian Public Service

HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.