



POSITION DESCRIPTION

Position Title:	Conference Support Officer
Location:	Box Hill
Reporting to:	General Manager – Quality, Risk & Assurance
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



PURPOSE OF ROLE

The Conference Support Officer's role involves working with the Society's Central Council, Regional Councils & Conferences and will include regular, ongoing support and communication relating to policies, procedures and advice. The role has a strong focus on ensuring all relevant information is available and communicated to Members effectively which allows Members to provide support to the lives of people seeking our assistance in clear and consistent manner.

When the areas of responsibility are fulfilled to their highest level and the expected outcomes are delivered, the impact of the role is;

- Welcoming and vibrant conferences
- Office Bearers that are informed, confident and capable to understand and implement policies and processes
- Conferences that are compliant with safety and compliance standards, policies and processes
- Assurance to the Society that our people are “safe”
- Strong pipeline of leaders emerging within conferences
- Consistent standard of service provided to people we serve
- Consistent experience for members – both new and current

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Planning & Process Development	<ul style="list-style-type: none"> • Delivery of clear, documented processes for all membership / conference operations in line with a quality framework • Reporting for Central and Regional Councils each month • Assist with ensuring the compliance of all conferences / members is in line with the Society’s expectations. • Annual Planning with Central Council President - clear, actionable goals developed in a plan. • Succession needs forecasted and development plans in place for future office bearers. Processes commenced 12-18 months ahead of election timeline. • Support election processes – facilitate compliant process ahead of time. Two-year schedule of elections and clearly documented processes in place. • Ensure office bearers receive induction within a month of commencement.



	<ul style="list-style-type: none"> • Handle complaints processes ensuring matters are resolved in a timely manner. Clearly documented process in place. • Safety actions are completed in a timely manner. • Organisational priorities and processes rolled out effectively and buy in from membership is evident. • Coordinate with support teams to provide required support for achievement of annual central council plans.
Office Bearer Support	<ul style="list-style-type: none"> • This role is focussed on supporting Office Bearers to: <ul style="list-style-type: none"> ○ understand and implement Conference Society policies and processes ○ understand the issues affecting the people we serve ○ Develop vibrant, welcoming conferences ○ Monitor the progress on the Annual Central Council plan • Ensure elections are carried out effectively. • Ensure all inductions are completed in first month of being in role. • Facilitate safety audits and reporting as required.
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager - Quality, Risk and Assurance	Internal	<ul style="list-style-type: none"> • Line Manager
Central Council Presidents	Internal	<ul style="list-style-type: none"> • Support and advice
Regional Council Presidents	Internal	<ul style="list-style-type: none"> • Support and advice
Support teams in Central Office	Internal	<ul style="list-style-type: none"> • Support and advice
Volunteers & Members	Internal	<ul style="list-style-type: none"> • Support and advice



DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

KEY REQUIREMENTS

Skills

- Strong written communication and procedure writing skills
- Strong attention to detail and analysis skills
- Strong communication and influencing skills
- Exceptional time management skills
- Adaptability & flexibility
- Computer skills and working knowledge of Microsoft Office Suite
- Strong relationship building ability

Attributes

- Awareness and understanding of the mission of the St Vincent de Paul Society
- Commitment & empathy toward the work of the Society and its Membership
- Ability to work in a team and autonomously
- Excellent values and cultural alignment
- Experience in working with disadvantaged people
- Experience in community networking and development

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.