

Position Description

POSITION TITLE:	Administration Officer – Services Vetting
POSITION TYPE & TENURE:	0.8-1.0 Equivalent Full-time Fixed Term to June 2026
CLASSIFICATION:	4.1
REPORTS TO:	Projects Manager – Services
DIRECT REPORTS:	Nil
LOCATION:	Flexible

ABOUT NO TO VIOLENCE

No to Violence (NTV) is Australia's peak body for individuals and organisations that work with men that use violence. We provide training, sector development and policy advice and advocacy on behalf of members. We operate the Men's Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals, and communities are safer.

POSITION SUMMARY

The Administration Officer – Services Vetting position is a member of the No to Violence project team responsible for the design and delivery of an online National Directory of Services for People Using Violence. The position will support the Project Officer – Services Mapping to build a comprehensive database of services relevant to support people using, or at risk of using violence, to change their behaviour. To assure and protect, as best possible, consumer and public interest, the suitability of services nominated for inclusion in the directory will need to be verified. To this end, the Administration Officer will follow a defined process to vet services and service providers against eligibility criteria and a risk profile checklist.

The Administration Officer may be directed to undertake other administrative tasks in support of the project or to support organisational compliance more generally.

DELIVERABLES

- Completion, to a high standard, of eligibility and risk profile checks for services and providers nominating interest in being listed in the National Directory, escalating any identified high-risk matters for review and final decision-making.
- Creation of draft templates to support, and delivery of, formal communication with service providers regarding outcome of their nomination for service listing in the National Directory.
- Ensure that vetting information recorded is accurate, relevant and stored in a consistent manner.
- Contribute to the capture of lessons learned to inform continuous improvement opportunity, and to the ongoing development and maintenance of relevant policy, procedure, or process.
- Maintain productive relationships with members of the National Directory Project and NTV's Quality, Risk and Compliance teams.
- Undertake other appropriate activities as directed by the Projects Manager – Services.

Position Description

WHAT WE ARE LOOKING FOR IN THIS ROLE

Experience, Skills and Knowledge

Essential:

- Demonstrated knowledge of and experience with risk profiling frameworks, with an understanding of publicly available tools to support due diligence processes.
- Attention to Detail: Demonstrated ability to deliver a high level of accuracy and thoroughness in reviewing applications, verifying documentation, and identifying discrepancies.
- Problem Solving: Demonstrated ability to apply logical thinking, initiative in resolving straightforward problems and seeks guidance or escalates more complex issues appropriately, ensuring timely and accurate outcomes.
- Relationship Management: Ability to build relationships with stakeholders through effective communication and problem-solving skills.
- Communication: Well-developed verbal and written communication, and effective team collaboration skills.
- Computer Literacy: Good understanding and proficiency in Microsoft Office suite of programs.
- Cultural Competency: Understanding and respecting the cultural differences and needs of various communities, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, and people with disabilities.

Desirable:

- Knowledge of or experience in the domestic, family or sexual violence sectors.

Qualifications/Competencies/Licences

- Qualifications in business, management or relevant experience.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

EXPECTED FOR ALL NTV STAFF

- Act in accordance with NTVs code of conduct, policies and procedures and is committed to NTVs vision, mission, values and service standards.
- Promote a 'safety first' culture and acts in accordance with NTV health and safety policies and risk management systems.
- NTV values equity, diversity and inclusion and promotes an inclusive and collaborative work environment where all staff, volunteers and service users feel welcomed, respected and valued and encouraged to fully participate, irrespective of their individual differences in background, experience and perspectives.
- Be curious, reflective and open to continuous learning and new ways of working.
- Complete all mandatory training in a timely manner, to support the delivery of high quality, safe and effective services.
- Contributes to innovation, quality activities and continuous improvement and openly share information and knowledge to enable optimal outcomes for the organisation.