

Position Description

POSITION TITLE:	Project Support – Services Database Development
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 Project Support – Services Database Development 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 who use violence. The position will primarily 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. The role will support service and provider vetting as well as the creation of service records.

The position may be directed to undertake other administrative tasks in support of the project, including but not limited to assisting with the delivery of promotional activities that support awareness building of the National Directory.

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.
- Use communication templates to draft and deliver formal communication to service providers regarding the outcome of their nomination for a service listing in the National Directory.
- Ensure that vetting information recorded is accurate, relevant and stored in a consistent manner.
- Data entry of service details into the directory database to support service record creation.
- Contribute to the capture of lessons learned to inform continuous improvement opportunity.
- Desktop research to identify providers to outreach to regarding listing in the National Directory.
- Coordinate the delivery of National Directory collateral to NTV staff engaging in external forums or to third parties willing to cross-promote the national directory.
- Maintain productive relationships with members of the National Directory Project and NTV's Quality, Risk and Compliance teams.

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- Undertake other appropriate activities as directed by the Projects Manager – Services.

Psychological Safety Requirements of the role.

- High cognitive load from vetting, data entry, and risk profiling.
- Ambiguity or role conflict due to varied tasks and evolving project scope
- High job demands
- Vicarious trauma (e.g. distressing content)
- Remote or isolated work if tasks are performed independently
- Interpersonal stressors from managing external relationships

Mitigations for Psychological Safety Requirements of the role.

- Clear expectations outlined in Position Description around vetting, communication and escalation processes
- Structured onboarding and ongoing training to ensure confidence in handling the tasks
- Access to debriefing and Employee Assistance Programs (EAP)
- Tasks will be monitored to ensure workloads are reasonable and deadlines achievable
- Employees are encouraged to raise concerns about workload or role strain without fear of reprisal in supervision discussions
- The role includes independent tasks such as desktop research and data entry, balanced with collaborative responsibilities.
- Employees will have input into how work is organised and prioritised.
- Respectful communication is expected in all interactions, both internal and external.
- The organisation will actively prevent bullying, harassment, and interpersonal conflict.
- Regular check-ins and supervision including workload reviews will be conducted to ensure sustainable work practices

WHAT WE ARE LOOKING FOR IN THIS ROLE

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Experience, Skills and Knowledge

Essential:

- Demonstrated knowledge of and experience with at least one of the following:
 - risk profiling frameworks, with an understanding of publicly available tools to support due diligence processes
 - online application or database management.
- 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.
- Product and/or database development experience.

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.

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Signature of Job Holder _____ Date signed _____