



Position Description

Title:	Communications Officer & Content Writer
Unit:	Corporate Services
Reports To:	Strategic Communications Manager, Corporate Services
Direct Reports:	N/A
Time Fraction:	Full-time
Employment Status:	24 months
Location:	17-23 Sackville Street, Collingwood 3066 (flexible working conditions)

Organisational Overview

VACCHO is the peak representative for the health and wellbeing of Aboriginal people in Victoria. We lead and support Aboriginal Community Control and the broader health and social services sector to deliver transformative health and wellbeing outcomes for Victorian Aboriginal communities. Our vision is for vibrant, healthy, self-determining Aboriginal communities. Our strategic plan; *On Solid Ground (2021-26)* outlines our bold steps to get there.

Unit Overview

The Corporate Services Unit provides organisation-wide business support services based on specialist knowledge and technology to serve internal and external customers and business partners.

The Unit comprises staff focused on covering Finance, Operations & Administration, PMO, Quality, Risk, Compliance & Safety, Media & Marketing, Communications, HR, Shared Business Services and Executive Support.

Role Overview

The Communications Officer & Content Writer will support the Strategic Communications Manager, Communications Team activities, and is primarily responsible for developing a range of training and information tools, resources and materials.

Initially the role will work closely with our Cultural Safety Services Team and focus on translating complex information into a suite of user-friendly and accessible resources for a range of audiences.

Doc #:	Doc_352	Doc Owner:	Executive Director, Corporate Services
Version:	6	Review:	30/06/2023
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Key Responsibilities

- Produce targeted, engaging, creatively written content — including, but not limited to, information sheets, training packages, website copy/content, social media copy/content, email copy/content, scripts, short-form copy, reports, publications, etc.
- Develop and communicate new and innovative content ideas for a range of platforms including website, social media and print.
- Create, manage and optimise content for internal and external facing material.
- Maintain consistent tone of voice across resources and channels that are also engaging for various audiences.
- Ensure all content is on-brand and consistent with the style guide in terms of writing style, grammar and punctuation, quality and tone of voice.
- Proofread materials to ensure written resources are to the high standard.
- Assist in the development and roll-out of a suite of resources.
- Review and edit existing content.
- Support Communications Team activities when required.
- Support the implementation of VACCHO's strategic plan: *On Solid Ground (2021-26)*, particularly the focus area of Our Foundations and Strong Voice.
- Ensure the key principles of *Culture and Kinship; Our Choice, Our Way; and Knowledge* are embedded throughout your work and the work of your team.
- Regular attendance and participation at Corporate Services Unit meetings, program meetings, staff and other meetings.
- Undertake other duties, which are appropriate to the level of the position, as directed by the Unit Manager to meet Unit objectives.

Compliance with VACCHO Standards

- VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait to apply for all positions advertised (*Equal Opportunity Act 2010*). We are committed to ensuring our workplace and member services support also reflect this.
Everyone is welcome at VACCHO and candidates regardless of age, cultural background, ethnicity, gender, sexual orientation or religious affiliation are encouraged to apply.
- VACCHO is committed to welcoming and embracing the diversity of cultures, identities, gender, sex, and sexually diverse identities and expressions, experiences, beliefs, and values of all people. VACCHO believes in the right for all people to be treated with the respect and dignity at all times, and that all people who work for, govern or undertake work at or visit VACCHO should at all times feel safe and included at VACCHO.
- VACCHO requires all employees to comply with all work health and safety rules, regulations and relevant Codes of Practice (*Victorian Occupational Health and Safety Act 2004*).
- VACCHO requires employees to participate in and promote our quality control, risk management, safety and compliance systems. This includes participating in the development and application of VACCHO's policies and procedures, as well as the identification, reporting and management of risks. This includes adherence to all VACCHO Quality Management System (QMS) ISO 9001:2015 requirements.
- VACCHO requires employees to adhere to a *Code of Conduct*, including commitment to confidentiality and conflict of interest declarations.

Other Employment Related Information

- A National Police Records Check is required as a condition of employment.
- A current Working with Children Check is required.

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- A Current Victorian Drivers Licence is required, and a copy is to be provided before any expiry date. The position may require travel throughout the state of Victoria and occasional interstate travel.

Key Selection Criteria

VACCHO relies on both the exceptions in employment and special measures under the Equal Opportunity Act 2010 (Vic) and the Racial Discrimination Act 1975 (Cth) to proactively promote substantive equality for Aboriginal and Torres Strait Islander people.

Therefore, at this stage we strongly encourage those that identify as Aboriginal or Torres Strait Islander to apply for this position.

Essential

- Outstanding written communication skills and experience across multiple channels such as web, print, email and social.
- At least three years' experience in a relevant role.
- Demonstrated understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control.
- Ability to write content and translate complex information for a variety of audiences.
- Ability to identify opportunities and develop compelling stories.
- Interpersonal skills with the ability to liaise with people at all levels of an organisation.
- Strong attention to detail and the ability to deliver quality work to tight deadlines.
- Demonstrated ability to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream health organisations.
- Demonstrated capacity to manage sensitive information, maintain confidentiality and remain impartial at all times.
- Extensive networks and ability to form relationships with stakeholders
- Proven ability to translate complex issues into persuasive narratives and messaging
- People skills, particularly collaborating in small teams and coordinating work across diverse groups
- A flexible approach, with strong organisational and planning skills, including the ability to effectively manage time and workload, prioritise tasks, and meet changing circumstances, competing demands, interruptions and deadlines.
- Self-motivated and demonstrated ability of working independently with minimal supervision, and as an effective team member, promoting cooperation and commitment to achieve goals.
- Demonstrated proficiency and experience using Microsoft applications (e.g. Microsoft Word, Excel, Outlook) combined with a high level of accuracy and attention to detail.

Desirable

- Tertiary education and/or equivalent professional experience in content writing and/or communications.

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Position Description Acceptance

I have read and, understood the above Position Description and agree to carry out the duties listed in my position description.

SIGNED by the EMPLOYEE

.....
Signature: Name: Date:

SIGNED by the MANAGER

.....
Signature: Name: Date:

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