

## POSITION DESCRIPTION

### Project Officer

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

**Our Mission** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

**Our Purpose** For everyone to 'feel at home'

**Our Values**

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

#### POSITION CONTEXT

This role provides high-level project coordination and operational support to deliver reform and service development initiatives across Aged & Community Services. The role is responsible for coordinating site relocation projects, including logistics, vendor liaison and documentation, while supporting operational teams to implement approved changes. The Project Officer supports the Executive General Manager and operational leaders by ensuring projects are well-organised, documented, tracked and progressing in line with agreed plans.

#### KEY RESPONSIBILITIES

<p><b>Project Management of Strategic Projects</b></p>	<ul style="list-style-type: none"> <li>• Coordinate and support end-to-end delivery of assigned projects, including the Preston site move, operational changes and reform activities.</li> <li>• Monitor and maintain project timelines, schedules, risks, program plans, action dependencies, progress updates</li> <li>• Coordinate Preston move logistics including vendor bookings, scheduling, communication and readiness activities.</li> <li>• Monitor vendor delivery against agreed requirements and escalate issues to the Project Manager or Executive as required</li> <li>• Assist with procurement activities such as obtaining quotes and maintaining vendor records.</li> <li>• Monitor service delivery against agreed expectations and escalate issues where required.</li> <li>• Prepare clear project documentation including briefs, plans, progress reports and meeting papers.</li> <li>• Ensure project records are accurate, organised and audit-ready.</li> </ul>
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## KEY RESPONSIBILITIES

<b>Governance, Compliance &amp; Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Assist with maintaining project registers, risk logs and documentation to support compliance and audit readiness.</li> <li>• Provide accurate reporting to support decision-making and governance forums.</li> <li>• Prepare regular progress reports for governance forums and leadership meetings.</li> <li>• Track actions and follow up to ensure timely completion.</li> <li>• Assist with preparation of funding, operational and compliance reports.</li> <li>• Support the implementation and maintenance of quality and compliance systems, ensuring all related processes, documentation, and requirements are effectively managed and met.</li> </ul>
<b>Executive Support</b>	<ul style="list-style-type: none"> <li>• Support the General Manager through coordinated scheduling, preparation of briefs and management of action items.</li> <li>• Coordinate scheduling and preparation of project-related briefs for the Executive General Manager and Senior Leadership Team.</li> <li>• Organise meetings and maintain accurate minutes and action lists.</li> </ul>
<b>Operational Support and reform integration</b>	<ul style="list-style-type: none"> <li>• Assist operational leaders to embed and implement new processes, workflows and reforms into day-to-day practice.</li> <li>• Coordinate communication and resource materials for staff and clients, including monthly communications and process guides/manuals</li> <li>• Provide practical support during transition periods to ensure readiness and continuity.</li> </ul>
<b>Reporting, Data, Insights &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>• Collect and compile project and operational data for reporting.</li> <li>• Prepare high-quality internal and external reporting, including operational, funding, compliance and project progress reports, ensuring accuracy and accountability.</li> <li>• Maintain dashboards and tracking tools to support performance monitoring.</li> <li>• Prepare summary reports (progress, actions, risks, issues) for leadership review.</li> <li>• Ensure documentation is accurate, timely and stored appropriately.</li> <li>• Conduct market scans, competitor analysis, and desktop research.</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>• Assist in planning and implementing change initiatives across the division.</li> <li>• Develop communication, transition, and training materials for staff and clients.</li> <li>• Monitor adoption of changes and identify barriers or required supports.</li> </ul>
<b>Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Strategic alignment and reform integration, Initiatives align with Spectrum’s strategic priorities, aged care reforms and operational requirements, with clear evidence of integration into practice.</li> <li>• Sustainable systems embedded into operations, Structured systems, tools and processes established and integrated into day-to-day operations to support consistency and reform implementation.</li> <li>• Effective operational integration, Updated workflows and processes</li> <li>• Strong stakeholder and co-design engagement, Diverse client, community and partner perspectives actively inform planning and implementation.</li> <li>• Compliance and governance maintained, Governance requirements, audit readiness and continuous improvement activities are consistently supported.</li> <li>• Positive leadership and stakeholder feedback, Professionalism, responsiveness, collaboration and communication recognised by the General Manager and operational leaders.</li> <li>• Effective vendor and site coordination, External providers and site move activities coordinated to ensure service quality, value for money and minimal operational disruption.</li> </ul>

KEY SELECTION CRITERIA	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Equivalent relevant experience may be considered in place of a formal qualification, in line with SCHADS Award expectations.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Training in project management methodologies or demonstrated practical experience (desirable).</li> <li>• Professional development in change management, continuous improvement or service reform implementation (desirable).</li> <li>• Training in co-design, stakeholder engagement or design thinking approaches (desirable).</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in project coordination or project officer roles within aged care, community services, health or the broader human services/not-for-profit sector, contributing to positive change and improved outcomes.</li> <li>• Proven project management capability in planning, coordinating and delivering service improvement, logistics and reform initiatives, including the application of change management principles to support successful implementation and staff adoption.</li> <li>• Strong stakeholder engagement and co-design experience, with the ability to build rapport, listen deeply and engage people with empathy to ensure diverse voices contribute to project success.</li> <li>• Experience supporting governance, quality improvement with exposure to vendor management, procurement or contract monitoring considered desirable.</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Person-centred and culturally responsive, demonstrating a commitment to inclusive practice and ensuring clients and communities feel respected, heard and supported.</li> <li>• Highly organised and proactive, able to manage competing priorities, meet deadlines and maintain accurate documentation in a fast-paced environment.</li> <li>• Adaptable and open to learning, showing curiosity, flexibility and resilience when working through change, complexity and reform-driven environments.</li> <li>• Collaborative and relationship-focused, working effectively across teams and with external partners to build trust, alignment and shared purpose.</li> <li>• Empathetic, emotionally regulated and trauma-informed, communicating with professionalism, sensitivity and care in diverse and sometimes challenging situations.</li> <li>• Committed to continuous improvement and accountability, using evidence, feedback and reflection to strengthen service quality, governance and outcomes.</li> </ul>
<b>Mandatory Compliance Documents Required for this position</b>	<ul style="list-style-type: none"> <li>• Clear 'Police Check', within the last twelve months</li> <li>• Current Working with Children Check card</li> <li>• Must satisfy all visa requirements for working in Australia.</li> </ul>

POSITION INFORMATION	
<b>Location</b>	Level 5, 61 Riggall Street, Dallas, 3047, Preston
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level 5.1
<b>Employment Period</b>	Fixed term – 12 months
<b>Hours of Employment</b>	Full time

**KEY RELATIONSHIPS**

<b>Department</b>	Aged Care
<b>Reports to</b>	Executive General Manager, Ageing & Disability Services
<b>External</b>	External partners as per project requirements including vendors, funders and stakeholders

**KEY SYSTEM AND EQUIPMENT USAGE**

- Microsoft Windows Office Suite
- Project Management Software (ie: Miro, Canva, Asana)
- Lookout Way

**ADDITIONAL INFORMATION**

<b>Work Health &amp; Safety</b>	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>MARAM responsibility level</b>	Foundational knowledge <a href="#">summary of MARAM responsibilities by role .docx</a>
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisation’s Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.