

Position Description

POSITION TITLE	Program Support Officer (1.0 FTE)
REPORTS TO	Head of Program Operations
DIRECT REPORTS	N/A
Created	August 2023

THE ORGANISATION

Interplast Australia & New Zealand (Interplast) was founded in 1983 and is a not-for-profit development organisation, which provides volunteer plastic and reconstructive services, alongside health capacity building activities in developing countries in the Asia Pacific region.

Interplast works to improve the lives of people living with a disability as a result of congenital and acquired medical conditions such as cleft lip and palate or burn scar contractures. Volunteer plastic and reconstructive surgeons, anesthetists, nurses, and allied health professionals provide free medical treatment for those who would otherwise not have access to these services. Interplast works closely with local organisations to build their capacity to deliver surgical and other related health care interventions. Our vision is quality and accessible surgical care for all.

Interplast is a member of the Australian Council for International Development (ACFID) a proud signatory to the ACFID Code of Conduct and is an accredited non-government organisation with the Australian Department of Foreign Affairs and Trade (DFAT).

THE POSITION SUMMARY

Reporting to the Head of Program Operations, the Program Support Officer will support the International Program Coordinators and Head of Program Operations with the procurement of services and volunteer administration and record keeping to deliver project activities in the Asia Pacific Region. Primarily, the Program Support Officer will achieve this by:

- Liaising with Program Coordinators, and through them with in country staff and volunteers, to support the planning and implementation of project activities
- Assisting with the procurement of services through vetted vendors and local implementing partners
- Supporting the accurate management of all documentation required for volunteer and project administration
- Assisting with the development of relevant program resources for use by volunteers and/or partners.

THE KEY RESPONSIBILITIES

<p>Program implementation and reporting support</p>	<ul style="list-style-type: none"> ▪ Assist with arranging travel bookings, accommodation, visas, local medical registrations, and other logistical requirements of program activities ▪ Prepare documentation required for logistic support and equipment freight to overseas program destinations ▪ Contribute to the planning of operational calendars, including procurement calendars for funded activities ▪ Contribute to the scheduling and delivery of pre-departure briefing activities for volunteers and local partners ▪ In collaboration with Program Coordinators, provide ongoing support to volunteers during delivery of overseas activities ▪ Assist with the collation of images and case study content (included documentation consent) from in-country programs and organise and store them as required ▪ Assist in program activity reporting and data collation in support of Interplast’s MEL requirements.
<p>Procurement & finance support</p>	<ul style="list-style-type: none"> ▪ Assist in the tracking of monthly budgets and actual expenditure and provide reports to the International Programs Team ▪ Liaise with approved suppliers, completing new vendor / supplier documentation as required ▪ Support the procurement needs of the International Programs Team using relevant procurement systems and processes, and other key accounts payable processes.
<p>Administration support</p>	<ul style="list-style-type: none"> ▪ Assist with the volunteer induction process, including the coordination of new applications and requests for information ▪ Collect, organise and file the required personal information and documentation from Interplast volunteers necessary for participation in Interplast program activities ▪ Contribute to the management of document signing by local partners and the Interplast Executive Team as required ▪ Contribute to the management of volunteer information in e-Tapestry and other systems, including Kepion ▪ Provide administration support to Program Team as required.
<p>Other duties</p>	<ul style="list-style-type: none"> ▪ Where capacity is available, provide support in the development of program resources for use by Interplast volunteers and/or medical partners ▪ Other projects as directed by the Head of Program Operations and Director – International Programs.

THE PERSON

Skills

- Good communication and interpersonal skills with the ability to produce clear and accurate communications that are appropriate for their intended audience
- Proven capability to work positively and effectively as part of a small, collaborative work team; to accommodate and work well with different working styles and to work independently, with initiative and resourcefulness where required
- Demonstrated ability to organise, schedule and plan, and to meet rigid and conflicting demands and deadlines, along with the ability to adapt to changed priorities
- Proven computer literacy skills, including use of the Microsoft Office suite, with high standards of work, attention to detail and accuracy
- Willingness to learn new systems and processes of Interplast

Experience

- 1-3 years' experience in a similar role, providing logistic and administrative support
- An understanding of a non-profit organisation is desirable

Knowledge & Qualifications

- Successful completion of Year 12 or relevant diploma
- Cert III in Business (highly regarded, but not essential)

Behaviours

- Demonstrate Interplast's values of integrity, respect and collaboration
- This role may involve coming into contact with children and/or working directly with children. This role will be required to demonstrate child safe working practices
- Comply with Interplast's Child Protection Policy and Prevention of Sexual Exploitation, Abuse, and Harassment Policy
- Comply with Interplast's Work, Health and Safety Policy and actively contribute to providing a safe working environment for all personnel
- Comply with all other Interplast's policies.

KEY PERFORMANCE INDICATORS

Together with your line manager, you will develop an annual performance plan that clearly sets mutually agreed performance indicators and success measures. In addition to these, performance will be judged by, but not limited to:

- Reliability and consistency of performance
- Effective and efficient management of all stakeholders
- Contribution to an effective and collegial team environment
- Quality of outputs and contribution to Interplast’s broader strategic objectives

THE EMPLOYMENT TERMS & CONDITIONS

EMPLOYMENT TYPE	Full time (1.0 FTE)
SALARY	Detailed in Employment Contract
LOCATION	Melbourne based Interplast Office – with options for flexible working conditions (4 days per week in office)
ADDITIONAL INFORMATION	<p>Full entitlements and employment conditions are set out in the Employment Contract and Interplast’s Human Resources Manual.</p> <p>Appointment will be subject to a satisfactory Criminal History Check and/or Working with Children checks prior to commencement and every three (3) years thereafter.</p> <p>Applicants must have the lawful right to work in Australia.</p>

THE DECLARATION

I have read, understood, and accept the position description.

Position holder

Name _____ Date _____

Signature _____