

COMMUNICATIONS OFFICER

Position Description

Position title	Communications Officer
Hours	7.6 hours per week (0.2 FTE)
Term of employment	Fixed term contract to 30 June 2021
Industrial instrument	Community Legal Centres Multi Business Agreement 2006-2009
Pay level	Social Community Home Care and Disability Services Industry Award 2010 pay tables (Community Development Worker Level 5). Salary range \$16,100 - \$17,000 approx for 0.2 FTE per annum, pro rata for part year, depending on experience. Salary packing available.
Reports to	Director
Direct reports	No direct reports
Location	The position is currently based at Social Security Rights Victoria's office in Fitzroy, Melbourne.
COVID-19 arrangements	Staff are currently working remotely from their homes. Return to office/workplace arrangements will be implemented when possible.

CONTEXT

SSRV is an independent, state-wide community legal centre that specialises in social security and related law, policy and procedure. Our vision is for a fair and just society in which all people are able to receive a guaranteed adequate income in order to enjoy a decent standard of living. SSRV's contribution to this vision is the provision of legal services to vulnerable and disadvantaged Victorians, and those who support them, which assist them to secure and protect their right to equitable social security entitlements.

Our 2018-2021 strategic priorities include:

- We continue to strengthen our expertise in social security law, and we use our knowledge and our experience to provide high quality community legal services.
- We target our services at vulnerable and disadvantaged Victorians and to where they are most needed.
- We build the capacity and capability of other professionals, enabling them to better identify and assist people experiencing, or who may encounter, social security problems.
- We highlight and address injustice, enhance service outcomes and build knowledge by engaging and collaborating with others.
- Evidence informs our decisions, practice and advocacy.
- We are a high performing and sustainable organisation.

SSRV is governed by a skills-based Board elected from its membership. Funding is sourced mainly from the Commonwealth and Victorian governments, and it is primarily administered by Victoria Legal Aid.

KEY RESPONSIBILITIES

Co-ordinate the development and implementation of communications strategies that will engage with key audiences and contribute to SSRV's strategic objectives.

- a. Co-ordinate planning process and documentation of whole of organisation communications strategy and support development of project/ campaign/ specific purpose strategies.
- b. Contribute to development of policy, procedures and guidance to underpin communications activities.
- c. Assist with co-ordination and contribute to production of content, design and distribution for a range of communication mediums including website, social media, e-newsletters, brochures, media releases, and other publications.
- d. Co-ordinate social media messaging.
- e. Develop and maintain communications assets such as photos and design templates.
- f. Contribute to the establishment and maintenance of external relationships through which SSRV communications can be leveraged and amplified.
- g. Resource other staff and volunteers to undertake communications activities relevant to their role.
- h. Positively contribute to continuous improvement, monitoring and evaluation, and reporting activities relevant to the role.
- i. Undertake administrative tasks related to role and other duties as directed by management.

KEY SELECTION CRITERIA

1. Prior experience in a similar role including in design, co-ordination and implementation of effective online and other communications strategies.
2. Advanced computer and multimedia skills, including the ability to use Microsoft Office, email and web-based applications, social media platforms, design and publishing software (including Word Press).
3. Excellent organisational skills, attention to detail and ability to effectively prioritise and organise work to achieve outcomes within agreed timeframes.
4. High standard of written and oral communication skills.
5. Demonstrated creativity and initiative.
6. Experience in building and maintaining relationships with internal and external stakeholders, and in resourcing and motivating others.

Desirable

1. Tertiary degree in communications, marketing, PR, web-based technologies or a related field.
2. Experience in working in a community and/or legal setting.
3. Established media contacts.
4. Experience in search engine optimisation and analytics.

TERMS & CONDITIONS OF EMPLOYMENT

- This is a fixed term position to 30 June 2021.
- A six-month probation period applies.
- Salary packaging is available.
- Legislated superannuation and portable long service leave contributions.
- Pro rata paid annual leave and some additional leave.
- The position is based in Fitzroy.
- The successful applicant may be required to provide a satisfactory police check prior to final confirmation of employment.

Position Description Review and Version Tracking			
Version	Date Approved/Reviewed	Approved By	Next Review Date
1	August 2020	Director	June 2021