



POSITION:	Program Support Officer
LOCATION:	Mparntwe / Alice Springs
REPORTS TO:	Manager
SUPERVISES:	Nil
AWARD and LEVEL	SCHADS Level 3
HOURS PER WEEK:	Full time
SUPERANNUATION:	12%
ANNUAL LEAVE:	5 weeks per annum, pro rata
KEY PURPOSE:	To provide effective and efficient support for MCSCA's program teams and in communicating with members and the wider community.

ABOUT MCSCA

Since 1985, Multicultural Community Services Central Australia (MCSCA) has been playing a pivotal role in supporting the successful integration of migrants in Central Australia. It is a not-for-profit, incorporated organisation with an elected volunteer Board. The Board provides strategic guidance, governance and leadership in advocacy; and supports the Manager and MCSCA staff.

MCSCA is based in Mparntwe Alice Springs and is the only NGO in Central Australia that solely focusses on supporting CaLD communities. MCSCA provides the first port of call with friendly, culturally sensitive orientation and information, and ongoing activities and events to promote harmony in our community. MCSCA supports people from CaLD backgrounds to contribute to and participate in the community by facilitating equitable access to local services and opportunities, advocating for the needs of CaLD communities and promoting multiculturalism in Central Australia.

POSITION DESCRIPTION

The Program Support Officer provides efficient and effective administrative and communications support for MCSCA's programs and team. This includes working with members of each program area to prepare and update documents as needed, eg spreadsheets, standard operating procedures, meeting minutes, information resources, communications (email, letter, social media) and reports. This role also assists with editing and distributing MCSCA's Multicultural News, creating content for social media, monitoring social media and updating text on the MCSCA website.

RESPONSIBILITIES

- Manage MCSCA's main communication email info@mcsca.org.au.
- Work with all MCSCA teams, assisting with creation and editing and updating document and resources, using MS Office suite, Google docs and other software.
- Assist with drafting and editing marketing materials (eg flyers, posters, social media tiles) for MCSCA programs and events
- Assist with drafting, editing and updating reports (MCSCA Annual report, reports to funding bodies, reports for MCSCA Board)
- Draft, edit and finalise social media content using Canva and other software, update and monitor social media – FaceBook, Instagram, LinkedIn, YouTube – following MCSCA social media guidelines and policies.
- Compile, draft, finalise and distribute MCSCA's Multicultural News.
- Check website content and assist with updates and preparing new content, working with Manager, program teams and external website manager.
- Assist with data collection, data entry and review for MCSCA programs and services and in line with reporting to funding bodies and to MCSCA Board.
- Organise MCSCA digital photo collection.
- Assist with MCSCA events.
- Other tasks as agreed with Manager.

SELECTION CRITERIA

Essential

1. Well-developed friendly, interpersonal and communication skills with the ability to build effective relationships with people from diverse cultural backgrounds, within MCSCA, and with clients and stakeholders.
2. Proficient in written English: quality driven with an attention to detail.
3. Ability to assist other team members with editing of draft documents (spelling, grammar, plain English)
4. Experienced in using a range of standard business software including MS Office suite, Google Docs, Canva.
5. Skills in professional social media content creation and administration of social media platforms.
6. Able to plan and prioritise your workload and be responsive to changing priorities.

Desirable

1. NT Drivers Licence
2. Willingness to undertake professional development / training as needed.
3. Knowledge of languages other than English.



Applicants from Culturally and Linguistically Diverse (CaLD) backgrounds are strongly encouraged to apply.

If you are passionate to take up this opportunity with MCSCA, please send the below to info@mcsca.org.au

Cover Letter: Please provide your responses to the above selection criteria

CV/Resume: Your CV/Resume should clearly outline work experience and qualifications you have that would contribute to your success in this role.

If you have any questions about MCSCA and/or the role, please call Apajok on 08 8952 8776.

Multicultural Community Services of Central Australia Inc. acknowledges the Central Arrernte people as the Traditional Custodians of the land on which we live, work and play. We pay our respects to their history, their living culture, and their Elders past and present and emerging.