

Position Description - Program Support Officer

Employment type: Temporary part-time (0.4 to 0.6 FTE) until December 2026

Reports to: General Manager Community Care

Position location: RERC Head Office (Fitzroy) / Working from home

Direct reports: None

About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/Russian Aged Care), a charity founded in 1984, is the leading community-services organisation representing the interests of Russian-speaking people living in Victoria. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background. Our current programs include the Home Care Packages Program (HCP), Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

This role is responsible for providing high quality customer service to clients and external stakeholders and administrative support to RERC staff. The role is the first point of contact for consumer and stakeholder enquiries, contributes to month-end reporting activities and provides logistical and office support.

Key Accountabilities

Customer Service

- Provide professional support and customer service to RERC clients and stakeholders, including consumers and their representatives, MAC assessors, other agency representatives, community members and the general public.
- Answer the telephone in a professional manner, transfer calls efficiently, take and relay accurate messages.
- Provide general service information, including information about availability and the process for access.
- Ascertain information in relation to queries and direct these to an appropriate staff/database or escalate to management.
- Enter accurate and relevant client information into RERC CRM.
- Maintain a register of enquiries and ensure critical enquiries are addressed.

Russian Ethnic Representative Council of Victoria Inc

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 8175
Email: info@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794

Data Entry

- Contribute to DEX month-end reporting by collecting and recording service outputs and entering data for relevant service segments into RERC CRM or other systems, via either direct entry or data import facility.
- Reconcile data against relevant information sources and other databases.
- Ensure accuracy of data entered, rectify errors as required.

Administrative Support

- Prepare and send client invoices/statements, newsletters and other program related mailouts.
- Collate printed materials for client welcome packs and other relevant materials.
- Carry out postage services for Head Office, collect, sort and distribute incoming and outgoing mail.
- Ensure printing / scanning / photocopying facilities are stocked and available for use.
- Complete stationery orders on a regular basis.
- Prepare and mail out support materials (e.g. badges, personal protective equipment) to staff members.
- Provide administrative and logistical support to staff meetings and RERC major events.
- Address site maintenance issues with trades and landlord representatives.
- Contribute to site OHS assessments and provide administrative support to internal OHS Committee.
- Provide administrative support to back-of-house functions.
- Assist with translation of materials and review translated materials for accuracy.

Other Duties and Requirements of the Position

- Attend and participate in staff meetings & mandatory staff training as required or directed by the RERC management.
- Other reasonable duties as requested from time to time, completed effectively and within given time frames.

Skills, Attributes and Knowledge

Essential

- Working experience in service or program administration in a comparable role.
- Bilingual: fluent verbal and written English and Russian are essential.
- Highly service orientated and commitment to providing excellent customer service.
- High level of competence in the use of Microsoft Office Suite, including Excel, and CRMs and other software.

Russian Ethnic Representative Council of Victoria Inc

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 8175
Email: info@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794

- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders, liaise and communicate both internally and externally, in a professional, empathetic and ethical manner.
- Strong communication and negotiation skills with the ability to apply conflict resolution skills to diffuse situations.
- Ability to collect, summarise and provide timely, accurate and relevant data and maintain systemic records in relevant databases.
- Ability to work autonomously with minimal supervision, be flexible and adaptable.
- Very good organisation, prioritisation and time management skills to organise own work, establish priorities and meet deadlines.
- Ability to understand, interpret and follow program guidelines to ensure compliance and continuously improve quality.
- Ability to use office equipment such as photocopiers/scanners and folder-inserter machines.
- Personal integrity and ability to deal with matters confidentially.

Desirable

- Previous experience in aged care, disability or health sector.
- Knowledge of CHSP and HCP programs.
- Qualification in business administration.

Russian Ethnic Representative Council of Victoria Inc

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 8175
Email: info@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794