

Position Description	
Position Title	Administration Coordinator
Program	Lived Experience Workforce programs
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Grade 4
FTE	0.9-1.0 FTE (68.4-76 hours per fortnight)
Reports to	Senior Lived Experience Manager
Location	140 Grange Road, Carnegie
Hybrid/Onsite/Offsite	Onsite, hybrid working arrangements may be negotiated in accordance with SHARC policy
Employment Type	Fixed Term, part time or full time (negotiable)
Date of Review	02/10/2025

About SHARC
<p>Established in 1995, SHARC is a community of people impacted by alcohol, drugs and gambling, including family, friends and supporters. Together, we work towards an Australian society where our communities' lived expertise is at the heart of inclusive communities, services, and systems.</p> <p>Our Vision: Lived expertise is at the heart of inclusive communities and services, where people proudly share their experiences and support each other in a society free of stigma and discrimination.</p> <p>Our Purpose: We transform lives, services and society through our community's lived experience of alcohol and other drugs, gambling and related harms. We create change by being ourselves, supporting one another, telling our stories, sharing our knowledge, advocating and building allyships.</p> <p>SHARC places a priority on a positive, supportive, and productive work environment. Our services operate within an empowerment framework which maximises clients' and volunteers' opportunities for self-responsibility, mutual support and participation.</p> <p>SHARC is strongly committed to equity and inclusion, and we're looking for people who share these values. We encourage applications from Aboriginal and Torres Strait Islander people, women, younger and older people, people from culturally and linguistically diverse backgrounds, LGBTQI+ communities, and people living with a disability or identify as neurodivergent. SHARC is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development.</p>

About the Program

This role will work in Peer Projects and the Lived & Living Experience at Heart (LLEAH) program at the discretion of the Senior Lived Experience Manager.

Peer Projects is a statewide service of SHARC that provides a dedicated effort in the Alcohol and Other Drugs (AOD) peer workforce development and operates as a sector resource for peer support initiatives. Working alongside the Victorian Department of Health (DH) and the lived and living experience communities, Peer Projects supports the growth, development and sustainability of the state's workforce.

The LLEAH Program supports Department-funded AOD and mental health organisations to embed and sustain lived/living experience workforce (LLEW) roles. It delivers training, development, and strategic guidance aligned with sector reforms informed by SHARC's values. Through co-design, stakeholder engagement, and tailored supports, LLEAH strengthens organisational capacity, promotes inclusive practice, and advances workforce wellbeing. The program is led by lived expertise and fosters systemic change across Victoria's AOD and mental health sectors.

Position Objective

The Administration Coordinator will provide administrative support to the Senior Lived Experience Manager and as required in the Peer Projects and LLEAH programs.

The position is ideal for an individual who is proactive, adept at process improvement, and seeks an opportunity to independently transform existing practices into best practices.

We are seeking someone who is positive and has a solution focused attitude.

This position is a designated 'lived experience' role.

Position Responsibilities

Lived experience expertise

- Use your lived or living experience appropriately and purposefully to support, empower and bring hope to people with experience of using alcohol and other drug services including family and supporters.
- Continually build upon your learned lived and living expertise through discipline specific training, ongoing professional development and participation in LLE activities.
- Engage with our community using your lived expertise to ensure SHARC is welcoming, stigma free and empowering for everyone.

Administration

- Provide competent and high-quality administration support to the Senior Manager including email and calendar management, leading associated actions, flagging and following up on important items.
- Handle program administrative needs including incoming and outgoing correspondence, to-do lists, schedules, agendas, minute taking, room bookings, catering, briefing packs and papers.

- Coordinate communications and follow-ups of enquiries with internal and external stakeholders.
- Provide minute taking and meeting support both in person and online.
- Coordinate planning and logistics for on-site and off-site training and Community of Practice events including venue bookings and catering.
- Accurately record and manage all enquiries and participant information in relevant databases and filing systems.
- Maintain and organise digital files using SHARC's OneDrive and SharePoint systems.
- Keep program-related Excel spreadsheets accurate and up to date to ensure effective data tracking and reporting.
- Assist with the preparation and submission of reports, invoices, and payment processes (both incoming and outgoing).
- Support the design and delivery of communications using digital communication and design systems such as NationBuilder, Mailchimp, SurveyMonkey and Eventbrite.
- Other duties as requested, consistent with skills e.g. project support.

Key Working Relationships

Internal	External
Senior Lived Experience Manager	Suppliers
Peer Projects Manager	Stakeholders
LLEAH Program team	

Selection Criteria

Essential

- Lived experience of the impacts of AOD that you've transformed into lived expertise applied in a purposeful, inclusive and values-aligned way.
- Effective time management and prioritisation skills, including the ability to be flexible and responsive to changing needs and priorities and an openness to learning new skills.
- Excellent skills in communication and organisation.
- High level of accuracy and attention to detail.
- Ability to work both independently and as part of team solving problems and addressing sensitive issues.
- Demonstrated capacity to build and maintain effective working relationships with internal and external stakeholders.

- Experience in providing support to meetings – prepare and distribute agendas, meeting papers, attend meetings, take minutes and follow up on action items.
- Advanced skills in Microsoft Office applications such as Word, Excel, PowerPoint, Teams and SharePoint.
- Experience working with databases, CRMs and large data sets.

Desirable

- Experience using design tools such as CANVA and digital communication platforms such as NationBuilder, SurveyMonkey and Mailchimp.
- Experience working in the AOD sector.

Other

- A current driver's licence.

Additional Requirements

All employees are required to:

- Obtain an employee Working with Children Check prior to commencement. A police check will be administered for the preferred candidate/s.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with SHARC in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at SHARC.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to SHARC management. SHARC is committed to child safety and is a Child Safe organisation.
- Be aware of and comply with the SHARC Code of Conduct.
- Participate in mandatory training requirements to support the delivery of a safe and effective service.
- Participate in an annual performance reflection process with your manager.
- Have valid working rights to work in Australia.

General Information

- New employees are subject to a 6-month probation period.
- Employment terms and conditions are provided in accordance with SCHADS Award.
- Salary Packaging is available in accordance with current legislation.
- Hybrid working arrangements may be negotiated with the CEO in accordance with SHARC policy. The role is based onsite, however, some flexibility can be considered.
- SHARC is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise SHARC of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- SHARC reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Redeployment to other services or sites within SHARC may be required.

I confirm I have read the Position Description, understood its content and agree to work in accordance with the requirements of the position.

Employee Name	
Employee Signature	
Date	
Approved by Chief Executive Officer (signed)	