



Position Description

Position:	Training and Business Administration Officer
Location:	Deakin, Australian Capital Territory (preferred)
Salary:	\$72,332 - \$77,879 plus superannuation
Reports to:	Executive Director of Strategy and Partnerships
Contract:	Full time, fixed term

Indigenous Allied Health Australia is a community-controlled organisation with strong Aboriginal and Torres Strait Islander staffing and leadership. IAHA value cultural knowledge and Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Purpose of Position

Indigenous Allied Health Australia (IAHA) works to transform education, training, employment, health and related sectors to be more culturally safe and responsive, to grow the Aboriginal and Torres Strait Islander workforce and ultimately to improve outcomes of Aboriginal and Torres Strait Islander people.

The Training and Business Administration Officer will play a key role in supporting IAHA's fee for service projects which lead change, including cultural safety education and training, culturally responsive mentoring, and professional services in Indigenous workforce development, workforce policy and strategy and curricula transformation and redesign.

The Training and Business Administration Officer will provide high level administration and customer service support to IAHA staff and clients. This includes maintaining business relationships, training delivery support, business development, product marketing and promotion, and potential growth toward facilitation and delivery of IAHA training and education programs.

Organisational Environment

IAHA is a national, community controlled, not-for-profit and member based Aboriginal and Torres Strait Islander allied health organisation. IAHA was established in 2009, from a network of committed allied health professionals and is now a registered company limited by guarantee. IAHA has a growing Secretariat with offices based in Canberra, Darwin, Katherine, Lismore, and Sydney, supporting a Board of Directors and 1500 members nationally. Further information on IAHA, our membership, activities and projects can be found on our website www.iaha.com.au

IAHA appreciates all people working in Aboriginal and Torres Strait Islander health and wellbeing including a holistic approach to health care; the value of education and other social determinants; the right to self-determination for Aboriginal and Torres Strait Islander people; their cultures, spirituality and traditions of wellness and health. IAHA's vision is that all Aboriginal and Torres Strait Islander people and future generations are thriving in ongoing connection to self, spirit, and place.

IAHA focuses on five strategic areas of work to:

- **Strengthen** and engage our IAHA membership.
- **Grow** the Aboriginal and Torres Strait Islander allied health workforce through access and entry, effective pathways, promoting and support for allied health careers, skills development, and retention.
- **Transform** the allied health and wider workforce by building culturally safe and responsive health and education systems.
- **Lead** in the Indigenous health and allied health sectors to ensure Aboriginal and Torres Strait Islander led solutions and approaches to policy and program development.
- **Connect** with and promoting connectedness with IAHA members, Aboriginal and Torres Strait Islander people, families, communities, and cultures.

Working conditions, benefits, and salary packaging

IAHA operates under a distributed leadership and cultural governance model to ensure that IAHA programs, activities and services are delivered and implemented in a culturally safe and responsive manner by all staff and directors.

IAHA is recognised by the Australian Tax Office as a Health Promotion Charity and salary packaging is available to all employees to increase take home pay. Free onsite parking is available for staff at the Canberra and Darwin offices.

IAHA is committed to supporting personal, cultural, and professional development opportunities for employees. IAHA provides all employees access to Employee Assistance Program (EAP), including access to Aboriginal and Torres Strait Islander providers in addition to an annual social and emotional wellbeing allowance.

In line with the IAHA Leave Policy, employees are entitled to flex time as approved in advance. IAHA provides a diverse range of leave entitlements additional to recreational and personal leave including cultural leave, bereavement/compassionate leave, emergency services leave, special leave, paid parental leave and pandemic leave.

Role responsibilities

Working in a small team, the Training and Business Administration Officer duties may include most, and potentially all, of the following:

1. Providing professional customer service and relationship building with key stakeholders and partners on IAHA training, development, and professional services.
2. Providing quality customer support, including troubleshooting of basic IT issues, and responding to or escalating customer enquiries.
3. Providing high level administration support to other areas of the organisation, including support for senior IAHA staff, events and programs.
4. Coordinating and managing IAHA training and education administration, including maintaining databases accurately, input of data, implementation of processes, and supporting the preparation of quotes, tenders and proposals.
5. Coordinating IAHA training workshops, programmes, and related activities, including providing back-end or in person support to service delivery.
6. Supporting the collation and maintenance of IAHA training and program materials, resources, and promotions.
7. Promoting IAHA and its work at conferences, events and other forums,

8. Contributing to high quality and timely reports to the Chief Executive Officer, senior staff and the IAHA Board of Directors as required.
9. Other duties as directed.

Selection Criteria

1. Proven ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people, stakeholders, and communities and non-Indigenous stakeholders.
2. Demonstrated verbal and written communication skills including the ability to communicate with different audiences and on different platforms.
3. Demonstrated experience in one or more of the following: education (cultural), training, community development, facilitation, program, or business administration.
4. Demonstrated organisational skills and ability to be highly motivated in a fast paced, demanding environment and to meet tight timeframes.
5. Well-developed IT skills including the ability to learn, use and maintain databases, online tools and learning platforms.
6. Demonstrated ability to work as a member of a small team to achieve agreed outcomes, including the ability to work under direction and in accordance with organisational policies and procedures.

Desirable Criteria

1. Qualifications in adult education, training, business administration or related disciplines or equivalent experience within an Aboriginal and Torres Strait Islander context.
2. Ability to travel regionally and nationally when required.