

Program Support Officer

Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach, and support. Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

Values



Role Contribution

The Program Support Officer provides high-quality program support services across the various Workplace stream programs to assist with the implementation and monitoring of program planning, delivery and impact. By supporting the Workplace leadership team with reporting, research, analysis, drafting and coordination activities, this role is pivotal in facilitating the achievement of program and organisational goals and outcomes for the benefit of the WA community.

Key relationships

- Reporting to the Principal Lawyer – Workplace.
- Supporting the Workplace leadership team.
- Working with Circle Green lawyers, advocates, project and administration staff and central support functions.

Key Responsibilities

Program support

- Provide a range of program support services to the Principal Lawyer and the Workplace stream, including preparation of reports and briefs, coordinating resources, maintaining program documentation.
- Contribute to the implementation and monitoring of Workplace stream-specific operational plans, deliverables and impact.

- Prepare and maintain documentation for program reporting, monitoring, and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of Workplace program outcomes.
- Undertake research and analysis, identifying trends, and preparing briefs to support informed decision-making and planning within the Workplace stream programs.
- Collate, monitor, and analyse data and information to identify emerging issues and track progress against Workplace program deliverables, initiatives and objectives.
- Perform secretariat functions for Workplace leadership meetings to ensure meetings are scheduled, invitations distributed, agendas and previous minutes provided, and action items captured, allocated and followed up.
- Organise and coordinate meetings, training, events, functions, and travel (online, in-person and outreach locations).
- Assist with the collation and maintenance of Workplace stream procedures.
- Assist with general clerical functions, including typing, printing, scanning, filing and other tasks from time to time.

Team responsibilities

- Implement Circle Green Community Legal policies and procedures and act in accordance with the organisation's mission and values.
- Participate in Circle Green Community Legal team meetings and activities.
- Carry out other duties, consistent with the role, as directed by the Principal Lawyer.

Selection Criteria

Skills

- Excellent oral communication and interpersonal skills with the ability to relate effectively with a wide range of stakeholders.
- Excellent written communication skills, with the ability to prepare high-quality detailed reports.
- Well-developed research, analytical and problem-solving skills, including the ability to collate, interpret and analyse data.
- Well-developed organisational and administrative skills, including the ability to prioritise, plan, and organise tasks to achieve desired results while working under pressure.
- Ability to work with minimal supervision and be an effective team member.

Experience

- Experience in providing program support or administration in a community services or similar context.
- Experience and proficiency in using computer applications and databases, including Excel and PowerPoint.
- A demonstrated commitment to human rights and social justice issues.