

Position Title	Program Assistant, Transform Lives Program
Group/Portfolio	Arts, Education and Law / Griffith Criminology Institute
Classification	HEW 4
Position Number	00062880
Reports To	Program Manager, Transform Lives Program
Employment Type	Fixed Term

1.0 Position Purpose

The Program Assistant position is a key role in the Transforming Corrections to Transform Lives (TCTL) Centre. This Centre is housed in the Griffith Criminology Institute. The Program Assistant will work in partnership with the Program Coaches and under the direction of a Program Manager to support the implementation of the trial of the Transform Lives Program in Queensland women's correctional centres and in the community.

The aims of the TCTL Centre are to:

1. Co-create change to better support incarcerated mothers and their children to:
 - Break cycles of disadvantage and offending
 - Live in safety with dignity and fulfillment
2. Empower the social services sector, through collaboration, to engage in integrated service delivery
3. Co-create an evidence-base for sustainable system change and program effectiveness to drive long-term government adoption of the TCTL model.

The Program Assistant will provide practical and administrative support to the Program Coaches and Program Manager, including providing direct practical support to women and children in the Transform Lives Program. The Program aspires to ensure that mothers are provided with continuity of care until they have sufficient stability and are sufficiently empowered to continue meeting their needs, improving their own lives, and supporting the positive development of their children.

2.0 Eligibility Requirements

- The occupant of this position will hold a diploma level qualification with relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.
- Possession of a Blue Card, unless otherwise exempt.
- Possession of a valid driver's licence for Queensland.

3.0 Key Responsibilities

- Provide practical support to women and children in the Transform Lives Program, including where appropriate, attending homes or correctional facilities to provide transport; responding appropriately to telephone queries; and administration required for referrals or uptake of relevant services.
- Work collaboratively with key internal and external stakeholders and service providers in the community to support the work of the Transform Lives Program.
- Assist in managing the flow of information, including managing records in the Client and Case Management System and other relevant databases, ensuring that confidentiality is maintained.
- Provide general administrative support, including but not limited to; ordering stationery, catering and routine procurement; managing room/venue bookings; undertaking reception duties; organising meetings, building access, taxi vouchers and visitor parking.
- Manage generic email accounts; use desktop publishing to produce high quality presentations, spreadsheets, and reports; assist with the organisation of events and workshops, completing minutes and other administrative tasks as identified.
- Assist the TCTL research team and Coaches to provide administrative support for the collection of research and evaluation data.
- Maintain office cleanliness and presentation by completing daily cleaning and organising periodic deep cleaning through external providers to ensure the office space is clean and presentable.
- This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
- Lead and promote compliance with relevant TCTL agreements, legislation and University policies and procedures, including research ethics, equity, and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics, and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).