



POSITION DESCRIPTION – Project Assistant – Better Connect	
Part 1 – Expectations for Your Role	
Position	Project Assistant – Better Connect
Service / Program	Better Connect
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 2
Reports to	Better Connect Operations Manager
Effective Date	April 2026

Role Purpose

The Project Assistant plays a key enabling role in supporting the Better Connect Leadership team to ensure the effective day-to-day functioning of the Better Connect Program during a period of transition and growth.

The role is primarily focused on providing responsive administrative, coordination and operational support to the Better Connect Leadership team, combined with a strong expectation of hands-on, on-the-ground involvement across sites (Hervey Bay, Rockhampton, Emerald & Gympie). This includes regular travel and the ability to attend sites at short notice to support day-to-day program and site-related needs, ensuring continuity and momentum across program activities.

In addition, the role provides intermittent, hands-on support to site delivery activities across Queensland as required. This includes short-term bursts of on-the-ground support to assist with site readiness, coordination and logistics, working closely with the Infrastructure team and acting as a practical link between the Melbourne-based project team and Queensland-based operations. While not accountable for overall site delivery, the Project Assistant plays an important role in helping activities progress smoothly and efficiently.

Key Deliverables

- Act as a central coordination point to support communication and alignment across internal teams, including liaison with the Infrastructure team and Melbourne-based project stakeholders.
- Be available on-site to receive and check deliveries, support basic checks or testing activities, and assist with short-term delivery tasks during peak periods.
- Provide high-quality administrative, coordination and operational support to the Better Connect Leadership team to support the effective day-to-day functioning of the Better Connect Program.
- Assist with scheduling, coordination of meetings, tracking actions, preparing and maintaining documents, registers and records to support program oversight and continuity.
- Provide intermittent, hands-on support to site delivery activities during key phases, including attending sites at short notice, coordinating access, and supporting site readiness and logistics as required.
- Support co-design and engagement activities with Better Connect consortium partners, including coordinating feedback, documenting outcomes and supporting follow-up actions.
- Respond flexibly to ad hoc tasks and emerging priorities to support program continuity, momentum and effective operations.



Skills

- Strong organisational skills with the ability to manage multiple tasks and shifting priorities.
- Highly responsive, adaptable and comfortable working in a fast-paced, project-based environment.
- Strong communication skills with the ability to liaise confidently with a range of stakeholders.
- Practical, solutions-focused approach with a willingness to get hands-on.
- Ability to work autonomously while also taking clear direction from senior leaders and project teams.
- Strong attention to detail, particularly when coordinating logistics, deliveries and documentation.
- Confident using standard office systems and tools for tracking, scheduling and communication.

Experience and Knowledge

- Experience in an administrative, executive support, project support or coordination role.
- Experience supporting senior leaders or management teams.
- Experience working across geographically dispersed teams or programs.
- Understanding of project coordination and operational support processes.
- Experience liaising with multiple stakeholders, including internal teams and external partners.
- Familiarity with co-design, consultation or stakeholder engagement processes is an advantage.

Qualification/Registrations/Licences

- Current state-based driver's licence

Physical Requirements

- **Office Environment:** Ability to work from office, home or site-based locations.
- **Mobility:** Regular travel between sites, including driving and walking around facilities.
- **On-site Tasks:** Ability to be present on site to receive deliveries, check equipment and support basic setup activities.
- **Light Lifting:** Lift and carry up to 10 kg (e.g. small equipment, boxes, office supplies).
- **Administrative Work:** Use of computer and office equipment for extended periods.
- **Communication:** Ability to communicate clearly in person, by phone and online.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.