



Russian Ethnic Representative Council of Victoria

Program Support Officer

- **Fixed-term part-time position (3-4 days per week) until June 2025, with a possibility to become permanent.**
- **Flexible working arrangements**
- **Great working environment**

The Role:

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is seeking a dedicated and passion Program Support Officer to join our team. You will be responsible for providing customer service to clients and external stakeholders and administrative support to program area and RERC staff.

Skills and Experience:

To be successful in this role, you will have:

- Previous experience in a similar or an administrative support role
- Strong customer service focus and commitment to providing excellence in customer service
- Professional and empathetic telephone manner
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders
- Ability to collect, enter, summarise and provide timely, accurate and relevant data, maintain systemic records in relevant databases.
- Organisation, prioritisation and time management skills to organise own work, to establish priorities and meet deadlines.
- Proficient administrative and computer skills, including Microsoft Office and databases
- Fluent verbal and written English and Russian

Previous experience in aged care, NDIS or health industry and knowledge of Lumary care management system would be an advantage.

If you meet all the above criteria, enjoy helping others, and have a caring and positive personality, we would love to hear from you.

About us

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is a charity and the leading community organisation founded in 1984 to represent interests of Russian speaking people living in Victoria. RERC provides a range of community services funded by state and federal governments to support elders, people with disabilities, and disadvantaged people with CALD background. Our current programs include the CHSP program, Community Visitors Scheme, brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

What we offer:

- A rewarding and challenging role – make a positive impact in the lives of elderly people within our local community
- Hybrid part-time position for work-life balance
- Access to confidential support services for staff, free of charge

Application Process:

Applications should be emailed to: career@rerc.org.au

Please note that applications will be considered upon receipt.

For all questions related to this position please contact the Manager, People and Capability, Ms Kseniya Subach via email Kseniya.subach@rerc.org.au

For further information, please go to our website: <https://www.rerc.org.au/career/>

**Please note we do not accept applications via agencies*

Our commitment to diversity

At RERC, we embrace differences in gender, age, ethnicity, race, cultural background, disability, and religion. We know that diversity and inclusion help us to attract, recruit, engage and retain a team of talented people. If you require specific support to apply for this position, please advise the Manager, People and Capability whose contact details are listed in the advertisement. We will work with you to identify the best way to assist you.