



FAMILIES
OF VETERANS GUILD
CONNECT - SUPPORT - EMPOWER

POSITION DESCRIPTION

Role	Wellbeing Support Officer
Reports To	Program Manager
Employment status	Full time, 38 hours/ week Employment offer is initial 12-month contract including probationary period. Potential for contract extension and ongoing employment follow first 12 months.
Remuneration	\$68,330– 72,618 p.a plus Superannuation (Social, Community, Home Care and Disability Award – Level 2.1-2.3)
Location	Chatswood (Sydney)

About Us

The Families of Veterans' Guild (the Guild) is proudly owned and operated by Australian War Widows NSW Ltd. The Guild is Australia's only organisation to unite all defence and veteran families under one banner. Supporting families from the first day of service and beyond the life of the veteran.

The Guild's priority is the emotional and social wellbeing of families of Australian defence members or veterans, regardless of whether their veteran is currently serving or has previously served.

The Guild's vision is to see all families of Australian veterans thriving, resilient, acknowledged and respected. Because healthy, resilient families are crucial for a strong and robust Australian defence force.

Our staff are part of a small, dynamic, authentic and high performing team. We have a culture of kindness, fairness, honesty and integrity. We value humility, integrity and accountability.

We are looking for a person that is comfortable working in such an environment and value cultural fit over technical capability. We are looking for a high performer with the ability to work well independently and as part of a small team.

Role Overview

As a Wellbeing Support Officer, you will support the delivery of wellbeing services to war widows and families of veterans.



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Following on the job training, you will assist the Program Manager by:

- Coordinating the administration of social and wellbeing activities.
- Coordinating the delivery of peer support services.
- Supporting volunteers in delivering their roles.
- Coordinate and attend community engagement and outreach activities as required to promote the work of the organisation.
- Undertaking general and simple administrative tasks that support the program and service delivery.
- Collecting and collating program and service delivery data to assist in program metric reporting.
- Perform any other reasonable duties as directed.

This position would suit a professional and emotionally mature individual looking for a varied role in administration and program support.

The position is based in Chatswood, NSW and is offered as hybrid with a mix of work from home and office. As the Guild currently delivers its services across NSW and the ACT, you may at times be required to travel for your role. Occasionally, from time to time you may also be required to work out of business hours or on weekends.

About you

We are seeking an enthusiastic, values-based and motivated individual to join our dynamic and encouraging, multidisciplinary team which provides support to veteran families. You will have strong written and verbal communication skills and a demonstrated ability to build and sustain positive relationships with team members, stakeholders and clients. Critical thinking and compassion are a must.

Our ideal candidate for this role will demonstrate:

- Confident communication and interpersonal skills, including a demonstrated ability to engage and build rapport with a variety of audiences.
- Experience in delivering administrative/ support functions and or in a like role.
- Strong organisational and time management skills with the ability to prioritise and manage competing priorities.
- Demonstrated ability to work autonomously and as part of a small and dynamic team.
- Experience in working with a vulnerable community, including an ageing population.
- Familiarity with customer relationship management systems.
- Have an adaptable, resilient, positive, proactive attitude and approach.
- Have strong attention to detail and communication skills.
- Follow directions from management
- Be reliable, honest and deliver quality work within agreed timeframes.



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Desirable

- Knowledge of/experience within community services sector.
- Knowledge of/experience within veteran/defence.
- Experience in navigating DVA and My Aged Care.
- Experience in a similar role.
- Experience in the not-for-profit / charity sector.

Why join us?

- Be part of a respected and longstanding organisation with a meaningful mission.
- Work in a supportive and inclusive environment that values your contributions.
- Opportunity to make a real impact on the lives of veteran families and war widows.

As a registered charity, Families of Veterans Guild has public benevolent institute (PBI) status. This status provides taxation benefits to employees which can increase your take-home pay. Please visit <https://www.salary.com.au/calculate-your-savings> to learn more and calculate potential benefits.

You will also be entitled to 4 weeks paid annual leave and 2 weeks paid personal/carer's leave, in accordance with the Fair Work National Employment Standards, and flex time.

We believe that a happy and healthy team is the key to success. That's why we go above and beyond to ensure our employees have the support and flexibility they need to thrive – both professionally and personally. To this end, the Families of Veterans Guild offers additional leave days annually (with eligibility for some leave types available after 12 months of continuous service) for full-time employees.

- Be part of a respected and longstanding organisation with a meaningful mission.
- Work in a supportive and inclusive environment that values integrity and respect.
- Opportunity to make a real impact on the lives of veteran families and war widows.
- Receive tax benefits valued at approx. \$15,000 pa (depending on personal circumstances).

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To Apply



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Please complete this form <https://wkf.ms/44A3dgd> and attach a cover letter that addresses the skills, experience and attributes noted above with your CV/resume. We will not pursue candidates who do not provide what we have asked for as part of their application.

Questions regarding this role can be directed to the Program Manager, Lisa on (02) 9267 6577 or at ceo@fov.org.au.