

POSITION DESCRIPTION

Position Title	Application Specialist – Client Management System (Nightingale) & CRM (HubSpot)		
Team	ICT		
Classification	SCHADS Level 5	Employment Status	Part time Fixed Term- 6 months with a possibility of extending
Position reports to	ICT Manager		
Location	South East Melbourne, primarily based in Dandenong		

COMPANY PROFILE

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The Southern Migrant and Refugee Centre (SMRC) is implementing two new core systems — Nightingale (Client Management System) and HubSpot (Customer Relationship Management system). These platforms will support the organisation's service delivery, compliance, and client engagement, especially within the context of government-funded programs.

The Application Specialist will design, develop, and deliver training programs for Nightingale and HubSpot to staff members in large group, small group, and one-on-one formats. They will prepare training materials, user guides, and online learning resources, and will provide ongoing support for system-related queries and issues.

This role will also manage routine system maintenance tasks, escalate technical issues to vendors or ICT, and ensure that both systems are kept updated, functional, and aligned with organisational processes.

Key Responsibilities

SCHADS Award Characteristics of this level –

- May be required to exercise initiative and judgement where practise and direction are not clearly defined.
- Involvement in establishing organisation programs and procedures and work may span more than one discipline.
- Required to assist in the preparation of the organisation's budget.
- Set priorities and monitor work flows in the area of responsibility, which may include establishing work programs.
- Required to set priorities, plan, organise of own work and that of lower classified staff, and Volunteers.
- Where projects and/or function are required, establish outcomes to achieve the organisation's goals.

Core Responsibilities of the role

- Develop, maintain, and deliver training content in a variety of formats for Nightingale and HubSpot for all SMRC staff.
- Act as the first point of contact for Nightingale and HubSpot queries and provide staff with guidance and assistance on system use.
- Troubleshoot issues and escalate to ICT Manager or vendor as required.
- Monitor system an perform routine system, data quality and maintenance checks
- Maintain a log of support requests and feedback to identify trends, training needs and process improvements.
- Coordinate minor configuration updates in collaboration with ICT Manager and vendors.
- Support integration and data alignment between Nightingale, HubSpot, and other systems.

Team Responsibilities

- Assist with data quality checks and corrective action·
- Update training content in response to system updates, new features, or process changes.
- Work with program areas to ensure systems support their operational needs.

Key Selection Criteria

Qualifications

Degree in Information Technology and/or relevant experience in Business, IT and training

Key Knowledge Areas – Role specific

Experience in CRM, CMS, or similar business systems within a government-funded or not-for-profit environment.
Proven ability to deliver effective training in group and one-on-one settings.
Strong user support and troubleshooting skills.
High attention to detail and commitment to data integrity.
Ability to work independently and manage multiple priorities.

Desirable

Experience with Nightingale, HubSpot, or similar CMS and CRM platforms.
Knowledge of aged care, settlement services, or community services sector requirements.
Understanding of government reporting and compliance obligations.

Key Knowledge Areas – General

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.

Requirements

- Police check/ Working With Children check
- NDIS Screening

Staff reporting to this position

Nil

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date