

Co-operative Development Officer
Common Equity NSW Company Ltd

POSITION DESCRIPTION

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| POSITION: | | LOCATION: Sydney | |
| Salary Level: Status: Permanent Full Time Hours: 35 hours per week between 0800-1800 Monday to Friday with one hour for lunch and other hours as required by the position | | Award: Level 6 Salary Range: Negotiable | |
| SUPERVISOR | | | |
| Responsible to: Co-operative Development Manager | | | |
| ROLE AND CONTEXT OF POSITION | | | |
| <p>Common Equity NSW Company Ltd (the company) is not for profit Registered Community Housing Provider operating in the co-operative housing sector with the individual housing co-operatives as members. In addition, the company operates a number of direct managed properties and has a variety of reporting responsibilities as a Community Housing Provider.</p> <p>The Co-op Development Officer role:</p> <ol style="list-style-type: none"> 1. Contributes to the development of strategic initiatives to foster sustainable and vibrant tenant-managed housing co-operatives. 2. Facilitates the ongoing development of co-operatives within the CENSW program through the provision of advice, guidance and training to ensure their long term success, sustainability and compliance with legal and program requirements. | | | |
| LEVELS OF RESPONSIBILITY | | | |
| The Co-op Development Officer will work in a team to positively engage our housing co-operatives and the wider community to resource and develop vibrant and sustainable tenant-managed housing co-operatives. | | | |
| SUPERVISION | | | |
| Supervision will be provided through attendance at fortnightly team meetings. The Co-op Development Officer will attend a fortnightly meeting with the Co-op Development Manager. | | | |
| PERFORMANCE APPRAISAL | | | |
| A monthly supervision meeting will be held with the Co-op Development Manager to review performance and workplan. A performance appraisal will be held once per annum. | | | |
| CORE TASKS AND BEHAVIOURS | | | |
| Core Behaviours refer to those tasks, attitudes and behaviours that apply to all staff regardless of position description or level of responsibility. | | | |
| KEY RESULT AREAS | KEY TASKS | KEY PERFORMANCE INDICATORS | |

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| 1. Governance and Accountability | <p>All employees will</p> <ul style="list-style-type: none"> • Adhere to the company policies and procedures including state & federal legislation, funding body service agreements, and industry standards • Write and complete work plans • Prepare a monthly progress report on outcomes • Document work in line with required standards • Undertake data collection • Perform all reasonable duties requested by the supervisor • Undertake a twice yearly performance appraisal • Attend supervision sessions | <p>Demonstrated:</p> <ul style="list-style-type: none"> • Familiarity with and application of all relevant regulations and standards • Appropriate monthly reports prepared and submitted • Work plans in place and appropriate • Communications clear and effective • All set duties carried out |
| 2. Teamwork | <p>All employees will:</p> <ul style="list-style-type: none"> • Attend staff, team and casework meetings when required • Contribute to company planning relevant to own work • Contribute to a positive and cooperative work environment • Follow through on commitments • Contribute to housekeeping tasks • Note and discuss areas for process improvement • Act to support co-operatives, management and other staff members • Support the values of the organisation | <p>Demonstrated:</p> <ul style="list-style-type: none"> • Effective working relationships with other staff • Appropriate contributions to meetings • Appropriate contributions to planning activities • Supportive behaviour towards other staff and co-operatives. • Adapted to and/or suggested improvements to work processes |
| 3. Development | <p>All employees will:</p> <ul style="list-style-type: none"> • Participate in required training and ongoing professional education | <p>Demonstrated:</p> <ul style="list-style-type: none"> • Improvements in skill or knowledge from development opportunities |
| 4. Work, Health And Safety | <p>All employees will:</p> <ul style="list-style-type: none"> • Understand the WH&S Policy, and how they can participate and support the implementation of WH&S Policy | <p>Demonstrated:</p> <ul style="list-style-type: none"> • Ability to identify safety hazards, report & document incidents or exercise duty of care |
| POSITION SPECIFIC TASKS | | |
| KEY RESULT AREAS | KEY TASKS | KEY PERFORMANCE INDICATORS |

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| <p>Area:</p> <p>Co-operative Development</p> <p>Support assistance and development of direct managed properties</p> | <p>Resource and develop vibrant and sustainable co-operatives within the CENSW program by:</p> <ul style="list-style-type: none"> • Fostering positive work relationships between CENSW and co-operatives • Providing information, resources and guidance to co-operatives regarding: <ul style="list-style-type: none"> ○ Tenancy Management ○ Group Functioning ○ Conflict and problem resolution ○ Legal matters ○ Planning ○ Financial Management ○ Co-op membership ○ Co-op Principles • Assist Co-ops to develop policies and procedures that encourage best practice and promote self management • Develop, implement, deliver and review education and training for applicants, members, co-op directors and boards • Provide advice and or representation for Co-operatives and NCAT (NSW Civil & Admin Tribunal) • Escalating concerns about co-operatives that need a higher level of assistance or intervention, and assisting to implement the required assistance or intervention. • Developing and maintaining positive relationships with key stakeholders, service providers, and community organisations to promote the CENSW Co-operative model and enable Co-operative members to access informed support and advocacy services • Collaborating with other teams and individuals within CENSW where work impacts on development of co-operatives | <p>Calendar of meetings and key tasks in place and adhered to</p> <p>Individual development plans in place for each co-operative</p> <p>Development plans are implemented and followed through by the field officer team</p> <p>Appropriate training courses in place</p> <p>Appropriate manuals and policies in place and accessible to co-operatives</p> <p>Non- compliance issues are recognised and addressed in a timely fashion.</p> <p>Direct managed properties are supported through agreed annual initiatives to operate as cohesive communities and where possible, form co-operatives</p> |
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| <p>Area: Tenancy Management & Tenant Enhancement Plans</p> | <p>Tenancies in CENSW are managed to be sustainable, in line with the Community Rent Policy and regulations and in a way that builds the potential for the formation of co-operatives.</p> <p>Apply CENSW policy to resolve complaints, assist co-operatives to apply their own complaints and dispute resolution policies</p> <p>Engage with individual tenants and community to link to identified support outcomes</p> | <p>Tenancy management is compliant and efficient</p> <p>Monthly rent statements are issued and arrears followed up promptly</p> <p>Tenant disputes and other issues are followed up in a timely fashion in line with good practice</p> <p>Documentation is maintained for all tenants</p> <p>Plans and templates based on Social Outcomes Framework</p> |
| <p>Area: Compliance and Reporting</p> | <p>Monitor relevant legal updates, regulatory requirements and current best practice and inform co-operative members of changing requirements.</p> <p>Maintain objective written records of interactions with co-operatives and complete co-operative analysis reports as required</p> <p>Monitor and assist co-operatives compliance with program principles, CENSW policy, key legislation, industry standards and regulation and refer compliance issues to the Co-op Development Manager</p> <p>Ensure data collection for reporting is timely and accurate</p> | <p>Data is collated, on-time and satisfactory to the recipient</p> <p>Audits are conducted regularly as per the schedule and results confirm compliance</p> |
| <p>Area: Data and records management</p> | <p>Data collected or managed by the Co-op Development team is reliable, up to date, filed securely and/or entered to data base</p> <p>Tenant and co-operative files are maintained</p> | <p>The data base is up to date and accurate as evidenced by spot audits</p> <p>Files are secure and privacy policy is adhered to</p> <p>File notes are recorded and entered on the data base</p> |
| <p>Area: Policy and Planning</p> | <p>Participate in developing and implementing initiatives for co-operatives, including operational policy and procedure development, training, communications and promotion of good governance</p> | <p>Policies developed and implemented effectively as evidenced through compliance auditing, feedback at regional meetings etc.</p> |

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| | Develop plans and strategies with co-operatives, particularly for those experiencing difficulties in operational or financial performance | |
| Area: Information and Advice | Contribute to the development and evaluation of resource material for co-operatives Work proactively with other teams to ensure consistent, accurate and timely information is provided to co-operatives | |
| Area: Financial and Budgeting | Provide advice to co-operatives regarding financial management, budgeting, proper accounting practices, legal requirements, fraud minimisation strategies and risk minimisation | Co-operative data is accurate and up-to- date, income maximised, community rent policy followed. Expenditures are in accordance with company policies and non-compliance with policy is followed up and resolved |
| Area: Other Duties | Carry out any other duties and responsibilities determined from time to time by the CEO | As agreed |

SELECTION CRITERIA

Qualifications:

- Relevant degree and experience in relevant role OR lesser qualification with substantial relevant experience

Experience:

- Demonstrated competency in community focussed service delivery
- Applying legislation
- Experience developing and delivering training and group facilitation
- Co-ordination of complex projects
- Experience working in partnership with a range of internal and external stakeholders
- Presenting information verbally and visually to diverse stakeholders
- Working independently with minimal direct supervision
- A commitment to social justice.

Skills:

- Ability to interpret and apply legislation and regulatory frameworks (eg. Tenancy Tribunal)
- Objective analysis and problem solving skills.
- Excellent communication skills, particularly written skills (presenting complex information coherently)

and succinctly).

- Presentation, training and group facilitation skills
- Ability to co-ordinate complex projects, including ability to assess priorities and manage competing deadlines.
- Ability to consult, liaise and build effective relationships with a diverse range of individuals and groups.
- Able to demonstrate a resourceful, resilient and solution focused approach in challenging environments.
- Excellent interpersonal skills.
- Ability to work independently and as a team member.

CERTIFICATION

I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position

CO-OPERATIVE DEVELOPMENT OFFICER

Signature: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

DOCUMENT DATE

Revised document: JUNE 2017
V2.0