



everyone's family

## POSITION DESCRIPTION

General Information		
<b>Position Title:</b>	<b>Project Officer – Communities For Children Facilitating Partner (CfCFP) Townsville West</b>	<b>Band 3 – Highest level</b>
<b>Incumbent:</b>	Vacant	
<b>Function &amp; Team/Program:</b>	Communities for Children Facilitating Partner	
<b>Location(s):</b>	Townsville West, Queensland	
<b>Manager's Position Title:</b>	Project Manager – Communities for Children Facilitating Partner	
<b>Manager's Name:</b>	Karen Loto	
<b>Date Prepared:</b>	2 July 2014	
<b>Prepared By:</b>	Sulabha Pawar	
<b>Approved By:</b>	Leonie Green	

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
As part of a small team, the Project Officer will work closely with the CfCFP Project Manager to support the CfCFP Committee, community stakeholders and community partners in building community capacity. Key areas of focus will include: activity planning, implementation, reporting and evaluation and developing strategies for a cohesive child and family services system.

Scope	
<b>Direct Reports to this Position</b> By Position Title	<b>Indirect Reports</b> Total Number
None	None
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income &amp; expense budget, etc)</i>	
<b>Direct control</b> e.g. Revenue, Operating expenditure, Capital expenditure, etc	<b>Indirect control</b>
<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>NA</li> <li></li> <li></li> </ul>
Other Dimensions of this Position	
e.g. Number of programs, site responsibility, geographic spread of team	

Setting Priorities <i>(how is work prioritised)</i>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Weekly

How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other.	NA
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**Key Relationships** *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

<b>Internal</b>	<ul style="list-style-type: none"> <li>• The Smith Family (TSF) Townsville West Team</li> <li>• TSF CfCFP program Team</li> <li>• General Manager Queensland</li> <li>• State Team</li> <li>• National Manager – Government and Community Projects</li> <li>• Project Administrator – Government and Community Projects</li> <li>• National CfC team (ie other sites)</li> <li>• National Office Staff – Communications, Finance, People and Culture, BIS</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Communities for Children Committee members</li> <li>• Contracted Communities for Children Partners</li> <li>• Community service providers supporting CfCFP including JSA, RTO's, Government departments, NGO's and Schools</li> <li>• Child and Family services</li> <li>• Specific Aboriginal and Torres Strait Islander led organisations and other associated organisations and networks</li> </ul>

**Key Decision Making in this Role** *(What are the key decisions and recommendations made in this role?)*

<p>Decisions Expected</p> <ul style="list-style-type: none"> <li>• Timely and efficient escalation of Community Partner challenges that have the potential to impact relationships and service delivery</li> </ul>
<p>Recommendations Expected</p> <ul style="list-style-type: none"> <li>• Effective community engagement across Townsville West CfCFP area</li> <li>• Strategies for effective engagement of vulnerable clients in the initiative</li> <li>• Process improvement for data management and reporting</li> <li>• Process improvement for CfCFP promotion and profiling</li> <li>• Involvement in strategic networks</li> <li>• New stakeholders to engage with</li> </ul>

**Key Responsibilities / Accountabilities** *(List the major areas from largest % of job to smallest)*

<b>Major Area: Project Support</b>	<b>% of Job: 35%</b>
Provide administration and project support to maintain positive active partnerships.	
Attend meetings, chair as is necessary and as needed keep accurate records (minutes and notes) when required.	
Take responsibility and demonstrate initiative for the development and support of various project works that reflect CfCFP outcomes e.g. Professional Development Days for Community Forums.	
Identify, assess and escalate as is necessary project challenges and delivery concerns in a timely manner.	
Support community partners capacity to understand and implement Outcomes Based Planning and to develop evaluation mechanisms in their projects.	
Provide Community Partners with information on evidence based programs, practice models and research to inform service development activities.	
Develop and maintain appropriate data management processes for monitoring Townsville West CfCFP area funded activities e.g. contracts, invoices and evaluation/data reports.	
Assist in development of sub contracted activity project plans, budgets and grant agreement as required.	
Prepare invoices, recipient created tax invoices and financial reports for the Project Manager's review and action.	

Step up into the Project Managers Position to cover for absences if required	
<b>Major Area: Data coordination and reporting</b>	<b>% of Job: 25%</b>
Develop, create and provide relevant data collection information and process documents (collateral).	
Assist in the analysis of community data and identification of trends to inform on- going planning.	
Assist in the development of the Community Strategic Plan and Activity Work Plan particularly through community data collation and recording consultation data.	
Ensure Community Partners are collecting accurate data by: <ul style="list-style-type: none"> <li>○ Development of rapport and positive relationships that actively monitor project deliverables steadily over time</li> <li>○ Periodically undertaking an audit of the data being collected</li> <li>○ Responding to CP queries about data collection and referrals</li> </ul>	
Undertake all data analysis and collate input into project reviews and/or report presentations to a wider audience. This will include but is not limited to: <ul style="list-style-type: none"> <li>○ Key service activities</li> <li>○ Community Partner deliverables</li> <li>○ Identification and exploration of collaborations/potential collaborations and referrals to other services</li> <li>○ Collation, confirmation and entry of data from Community Partners</li> <li>○ Assessment against initiative outcomes, collation and collaboration of ‘Good News stories’</li> </ul>	
Train Townsville West CfCFP community partners on reporting system as required.	
Undertake basic research to identify evidence based responses to CfCFP priorities.	
<b>Major Area: Community Liaising</b>	<b>% of Job: 25%</b>
Attend and support all CfCFP related community activities as advised by the Project Manager.	
Build and maintain positive relationships and networks within the community, especially the organisations and Government departments represented on the CCC.	
Through demonstrated initiative and upon advice from CfCFP Project Manager support the Community Strategic Planning process by organising and actively participating in stakeholder meetings, forums and events.	
With approval from the Project Manager initiate, facilitate and actively participate in partnerships with others to promote activities and events such as Children’s Week, NAIDOC Celebrations and reconciliation activities etc.	
Develop and maintain information on services and distribution email and address lists for Townsville West CfCFP Area and relevant community networks.	
Maintain awareness of policy or service changes in the local area and external environment and how this will impact on CfC FP operations and plans.	
<b>Major Area: CfCFP initiative support</b>	<b>% of Job: 15%</b>
Attend and participate in the CfCFP and the Smith Family’s engagement and promotion activities.	
Support the Townsville West office team in the effective operation of the TSF Townsville West office site.	
Support the development of a Marketing and Promotional Plan that provides opportunities for ‘Good News stories’ and best practice examples for promotion via The Smith Family and the wider community.	
Lead strategic networking opportunities that support the CfC FP goals of service integration.	

**Key Challenges in Achieving Goal(s):** *(What are the key challenges faced by this role in meeting goals/objectives)*

- Effective relationships between The Smith Family as Facilitating Partner and all community stakeholders
- The availability of accurate and current community data and effective efficient networks to support the planning process
- The capability and capacity of Community Partners to accurately record data

- The dynamic and evolving nature of the CfCFP Initiative
- Balancing role of both a support and advisor to Community Partner project staff

**Qualifications, Experience and Competencies:** *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications / Memberships:</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification or equivalent in Social Science, Humanities or equivalent</li> <li>• Full current Drivers Licence or an ability to obtain one prior or shortly after commencement</li> </ul>	<ul style="list-style-type: none"> <li>○ Post graduate qualifications in community development/welfare</li> <li>○ Child protection training</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Knowledge of the child, family and community services sector and service systems</li> <li>• Thorough understanding of Outcomes Based Accountability frameworks</li> <li>• Demonstrated ability to develop and apply capacity building methodologies across the community sector</li> <li>• Demonstrated ability to develop and lead community services networks</li> <li>• Extensive experience in data collection and data management systems</li> <li>• Substantial experience undertaking social research projects, including evaluation, service mapping and gap analysis</li> <li>• High level of proficiency in MS Office primarily Word, Access, Excel, Outlook and the Internet</li> </ul>	<ul style="list-style-type: none"> <li>○ Significant experience working with vulnerable clients presenting with multiple and complex issues/needs from diverse communities</li> <li>○ Use of a variety of communication methods in community settings including production of fact sheets, newsletters, presentation to groups, individual training</li> </ul>
<b>Competencies:</b>	<p style="text-align: center;"><b>Essential</b></p> <ul style="list-style-type: none"> <li>• High level communication and influencing skills (verbal and written), and the ability to work positively across a diverse range of views and interests</li> <li>• High level accuracy and attention to detail</li> <li>• Excellent time management skills alongside an ability to prioritise competing demands</li> <li>• High level teamwork skills</li> <li>• The ability to develop and deliver creative solutions to issues that arise within the community or workplace</li> <li>• Ability to work without supervision in a dynamic and changing environment</li> </ul>	<p style="text-align: center;"><b>Desirable</b></p> <ul style="list-style-type: none"> <li>○ Demonstrated resilience when working with vulnerable and disadvantaged children and families in diverse communities with complex needs</li> <li>○ Demonstrated knowledge of the challenges and issues faced by Aboriginal and Torres Strait Islander families and/or CALD communities</li> </ul>