# **CLCs Australia - Capacity Building Coordinator - Job Description**

# **The role**

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| **Position Title**  | Capacity Building Coordinator |
| **Location**  | A mix of office and home working in line with CLCs Australia’s COVID-19 safe working practices. Office location: Level 10, 307 Pitt Street, Sydney |
| **Classification** | Role is classified as **level 4 to level 6** of the *Social, Community, Home Care and Disability Services Industry Award 2010* (the Award). |
| **Reports to** | Capacity Building Manager |
| **Supervises** | May supervise up to three other CLCs Australia staff or volunteers |

**Responsibilities**

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| **Program Delivery**  | * Work collaboratively with the Capacity Building team to assist in the delivery of the CLCs Australia Capacity Building program for Centres. This may include assisting with:
	+ Our National Accreditation program
	+ Learning and professional development (e.g. Conference, webinars, specific skills development)
	+ Insurance and other bulk purchasing initiatives
	+ Risk management framework for Centres
	+ Resource development (e.g. toolkits, guides and standards)
	+ Sector sustainability data and research (e.g Census)
	+ Network health and sustainability (e.g. National Networks, committee and working group support)
	+ New servicescapacity building and development initiatives
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| **Stakeholder Engagement** | * Community Legal Centres, state and territory bodies, and other stakeholders to assist in building the capacity of the sector
* Provide secretariat support for committees as required
* Contribute to CLCs Australia’s communications as required
* Provide regular reporting to stakeholders (internal, sector and external)
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| **Systems and procedures** | * Ensure the documentation, implementation and continuous improvement of relevant policies and procedures, systems and processes
* Contribute to organisation-wide policies and procedures
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| **Projects** | * Coordinate/ contribute to the Capacity Building team and cross organisational project teams as assigned.
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| **Support**  | * Provide support to other Service Areas’ programs
* Provide support, reports and any other duties as directed by line supervisor, Manager, Executive or others as required.
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| **Other** | * Contribute to and work in a way that is consistent with CLCs Australia organisational culture, aligned with our Values, Strategic Plan, Reconciliation Action Plan and other organisational plans, policies and procedures.
* Work to maintain and improve CLCs Australia culture
* Contribute content as appropriate to CLCs Australia's Communications Program
* Contribute to the continuous improvement and business continuity of CLCs Australia
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**Selection Criteria**

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| **Skills and experience**  | * Relevant tertiary qualifications and/or or substantial practical experience
* Excellent program and/or project management skills and experience, including strategic thinking and planning
* Demonstrated commitment to providing high quality, responsive client services
* Demonstrated high level facilitation, negotiation and written and verbal communication skills
* Digital competency including using the Microsoft 365 suite.
* Understanding of, or experience in working with community legal sector is preferred
* Experience in one or more of the following:
* Service or quality standards/ performance assessment of community organisations
* Experience in, and understanding of insurance (including for example, insurance law, claims management or similar)
* Events management
* Learning, training and development
* Organisational development and governance
* Working with government or other funding bodies
* Databases and document management
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| **Values and culture** | * Alignment to CLCs Australia Values and organisational culture
* Able to travel within Australia, and to undertake regulatory checks as required
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| **Personal attributes** | * Self-motivated, flexible, adaptable, and create sustainable relationships– you are solutions focused and work well in teams.
* Practical problem solver, you think strategically, whilst willing and able to be hands-on.
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