# **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 |
| **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) |
| **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 |
| **Projects** | * Coordinate/ contribute to the Capacity Building team and cross organisational project teams as assigned. |
| **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. |
| **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 |

**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 |
| **Values and culture** | * Alignment to CLCs Australia Values and organisational culture * Able to travel within Australia, and to undertake regulatory checks as required |
| **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. |