QSNTS
Queensland South Native Title Services

Position title:	Development Facilitator
Division:	Operations
Employment type:	Full time fixed-term
Industrial instrument:	QSNTS Enterprise Agreement 2017 - 2019
Salary:	Negotiable
Reports to:	Chief Operating Officer
Location:	Brisbane

Queensland South Native Title Services (**QSNTS**) is the native title service provider for almost two-thirds of Queensland. QSNTS is a company limited by guarantee, funded under s 203FE of the *Native Title Act 1993* (Cth) to carry out the functions of a representative body. For further information, please visit http://www.qsnts.com.au. For further information about this job opportunity contact Human Resources on (07) 3224 1200.

1. Purpose and Objective

The Development Facilitator role is located in QSNTS's newly established Client Development Unit (**CDU**), within QSNTS's Operations Division, and reports to the Chief Operating Officer. The work of the CDU is directly supported by a Development Officer.

The Development Facilitator will be responsible for developing and implementing a programme of activities through the CDU, targeted at identifying and facilitating sustainable development opportunities for Traditional Owners and Prescribed Bodies Corporate within QSNTS's service region.

The Development Facilitator will work collaboratively with QSNTS's interdisciplinary Client Management Teams in the development of Client Management Plans to identify opportunities for sustainable development throughout the native title journey.

2. Key Responsibilities

1. In partnership with Traditional Owners, design action plans to maximise implementation of their native title rights and interest towards the achievement of cultural, social, economic and other benefits.
2. Promote a place-based approach for facilitating Traditional Owner partnerships with key stakeholders doing business on country, including the development of strategies to maximise shared access to and management of resources on country.
3. Support Traditional Owners to design and develop governance arrangements to meet organisational, operational and community needs and aspirations.
4. Engage in and promote sectorial collaboration to maximise opportunities to share experience and engage in shared development objectives.
5. Identify and broker partnerships for the benefit of the development of the aspirations of Traditional Owners.
6. Mentor and build QSNTS's internal capability to work with Traditional Owners to identify and achieve sustainable development outcomes.

3. Key Projects

People, Place Partnership Framework
Work with Traditional Owner groups to facilitate the identification and implementation of strategic and sustainable development opportunities arising from the formal recognition of native title rights and interests and building upon the existing strengths of the Traditional Owner groups (human capital, experience, skills).

Civics Programme
Deliver a Civics Programme to QSNTS's constituents directed at raising awareness of the situating of native title rights and interests with reference to the broader Indigenous rights framework, at local and international law.

Governance Development
Work with Traditional Owners to map their governance history and facilitate governance development and action plans reflecting the collective aspirations of their community.

CDU Monitoring and Evaluation Framework
The role will be responsible for the development of a framework to monitor the status of the work of CDU [the inputs, activities, outputs of the CDU] so as to enable reporting on progress towards achieving sustainable client outcomes; and evaluate the [relevance, effectiveness, impact and sustainability] of the CDU work.

Participation in an applied longitudinal study

Support Traditional Owner participation in a longitudinal study partnering researchers from academic institutions, NGOs and First Nations peoples and apply learnings from that study to the work of the CDU.

4. Key Competencies

Essential

1. Postgraduate qualifications in development practice or other relevant field in social science, with demonstrable experience in the application of development methodology.
2. Demonstrated experience in facilitating mutually beneficial, sustainable partnerships between Traditional Owners and stakeholders in government and private sectors, particularly through place-based collaboration.
3. Demonstrated knowledge of the cultural, political, economic, environmental and social issues affecting First Nations people.
4. Sound knowledge of the Indigenous rights framework, at a local and international level.
5. Excellent project management skills.
6. Excellent research, analysis, evaluation and reporting skills.
7. Excellent cross-cultural communication skills.
8. Excellent oral, written and interpersonal skills, including the ability to operate effectively as part of a team.
9. An ability to rapidly acquire knowledge of Commonwealth and State law effecting Traditional Owners, including *the Native Title Act 1993* (Cth), *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (Cth), *Aboriginal Cultural Heritage Act 2003* (Qld) and associated regulations.

10. Demonstrated ability to design and deliver products to support the development aspirations of Traditional Owners.
11. Current Queensland driver licence.
12. Ability to travel to rural and remote parts of Queensland.

5. Technical Competencies

Ability to facilitate sustainable development opportunities: Advanced proficiency level

Facilitation	◦ Understand cultural diversity and cross-cultural communication. ◦ Build relationships with Traditional Owners, fostering collaboration and building consensus. ◦ Understand and apply accepted methodological approaches to development practice, including appreciative inquiry. ◦ Identify opportunities for Traditional Owners to develop and engage in capacity building and development initiatives/projects including intergenerational planning approaches. ◦ Influence, persuade and negotiate effectively. ◦ Identify, broker and support beneficial partnerships. ◦ Understand social policy trends impacting upon Traditional Owners
Stakeholder engagement	◦ Build internal relationships within QSNTS staff to the benefit of Traditional Owners. ◦ Identify relevant external stakeholders and networks reflecting QSNTS/client objectives. ◦ Build and maintain relationships with relevant external stakeholders and networks reflecting QSNTS/Traditional Owner objectives. ◦ Identify interactions and linkages across key stakeholder groups so as to maximise collaborative and strategic opportunities for clients.
Project Management	◦ Develop project plans, including forecasting of resources required. ◦ Is responsible for meeting time, budget and quality requirements during the courses of a project. ◦ Identify risks and develop risk mitigation plans. ◦ Develop and implement quality assurance processes (including a mentoring and evaluation framework). ◦ Prepares project performance reports upon request.
Knowledge of the legal rights framework.	◦ Understand Commonwealth and State law effecting Traditional Owners, including the Native Title Act 1993 (Cth), Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cth), Aboriginal Cultural Heritage Act 2003 (Qld) and associated regulations, and particularly in relation to exclusive and non-exclusive native title rights, agreement-making and PBC structures and governance. ◦ Understand the indigenous rights framework at international law, including the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and its application to domestic law and policy within Australia.

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Ability to facilitate sustainable partnerships and deliver projects

Builds excellence *Seeks and creates opportunities for professional development and learning, through formal and informal approaches.*	○ Works to create an environment where development and growth is valued and supported. ○ Identifies clear measures of performance; takes an active role in monitoring QSNTS's performance on a regular basis to identify and understand organisational capability gaps. ○ Has a deep understanding of the existing capabilities within the business and the capabilities required to deliver QSNTS's strategic priorities. ○ Advocates the importance of capability building, and supports decisions related to building workforce capability. ○ Develops the ability of senior leaders to perform and contribute to the organisation by providing ongoing feedback and opportunities to learn through formal and informal methods. ○ Coaches other leaders to improve their performance. ○ Instils a coaching culture within the organisation by modelling desired behaviours and building the capability of others to develop a coaching culture.
Clarifies direction *Conveys a clear sense of purpose, priority and direction to the team or organisation.*	○ Understands the factors that influence the organisation. ○ Continually seeks opportunities to broaden knowledge and actively shares knowledge with others. ○ Seeks internal feedback on progress and challenges related to delivery of the current business plan. ○ Works with senior leaders in the organisation to address issues or obstacles that inhibit the delivery of strategic business outcomes. ○ Continuously monitors performance of the organisation relevant to the role and supports senior leaders with issues, challenges and shifting priorities.
Sets the tone *Sets clear expectations and inspires others to deliver exceptional results.*	○ Role models behaviours that support the desired mindsets and behaviours. ○ Identifies systemic cultural blockers that interfere with performance, and leads initiatives to address them. ○ Builds trusting relationships widely across the organisation; evaluates the tone of the organisation, and addresses elements that are inhibiting performance. ○ Highly regarded by staff across the organisation as being approachable and fair; responds appropriately to the needs of individuals and the needs of the organisation; acts upon others' feedback. ○ Expert at delivering messages with confidence that are persuasive to build buy-in and adoption. ○ Clearly expresses the expectations of QSNTS with direct links to the business plan and desired outcomes.
Delivers results *Delivers outstanding results for the organisation.*	○ Consistently delivers strong results; demonstrates knowledge of how to utilise resources to achieve desired outcomes.

	◦ Sound knowledge of who to involve to deliver results; contacts stakeholder groups and engages with stakeholders to achieve desired outcomes.
	◦ Pays close attention to key details and objectives of tasks, considers a range of approaches to ensure task is completed to a high standard and within the required timeline.
	◦ Thinks ahead to identify when it is appropriate to share key information and communication.
	◦ Actively seeks to share information with others.
	◦ Actively seeks to involve others by asking questions and obtaining feedback; uses this information to deliver desired business outcomes.

Records management: Core proficiency level

HPECM skills	◦ Stores and retrieve documents within HPECM according to QSNTS policies and guidelines.
Microsoft Office skills	◦ Can analyse, preserve and present data using Microsoft Office products.
Understand document and record retention requirements, policies and procedures	◦ Monitors records and saved documents to ensure records retention meets policies and procedures.

6. Behavioural Competencies

Collaborative, Accountable, Courageous, Flexible and Resilient: Core proficiency level

Collaborative	◦ Seeks common ground between different parties; creates the foundation for all parties to understand each other's context and establishes mutual needs, values, and goals.
	◦ Maintains strong relationships with clients, stakeholders and colleagues by considering their needs and the impact on them of decisions and actions.
	◦ Demonstrates sound interpersonal- and self-awareness to inform own approach to situations or audiences.
	◦ Seeks opportunities to include others and integrate different viewpoints that are relevant and useful to the task.
	◦ Builds co-operation and overcomes barriers to information sharing and communication across teams.
	◦ Seeks mutual understanding; clarifies and aligns different expectations, while maintaining awareness of broader QSNTS objectives.
	◦ Works collaboratively across teams and functions to achieve objectives.
	◦ Shares lessons learned across teams.
	◦ Identifies opportunities to work collaboratively with other teams to solve issues and develop better processes and approaches to work.
Accountable	◦ Manages competing priorities by determining the importance of tasks and planning the required time and effort.

	◦ Manages projects using basic project management techniques to organise workload and develop plans.
	◦ Confidently and independently takes action to get started on activities and tasks.
	◦ Monitors own and others' progress, identifies potential issues that could impact deadlines, and adjusts plans ahead of time.
	◦ Recognises the implications of not completing tasks on time.
	◦ Persists through challenges and enlists others where necessary to ensure expectations are met.
	◦ Seeks and maintains a sound understanding of relevant standards and policies for delivering tasks; puts in place quality standards and mechanisms to monitor quality.
Courageous	◦ Doesn't accept the status quo; considers why things are done that way and whether things can be done better.
	◦ Works through challenging issues.
	◦ Challenges own thinking or approaches; acknowledges that not all ideas will work and is not discouraged by this.
	◦ Helps others to learn from previous attempts or experiences; recognises strengths and what could have been done differently.
	◦ Actively seeks out and generates new ideas and improvements.
	◦ Considers multiple criteria (e.g. long-term, strategic objectives, risks, client aspirations) to test new ideas.
	◦ Persists through setbacks and challenges to deliver innovative ideas and solutions, and provides support to others.
Flexible	◦ Recognises the benefits of change and advocates for change to encourage others' support.
	◦ Responds to change positively; views change as opportunity to learn or improve practices and encourages others to do the same.
	◦ Refocuses own work and goals to align with QSNTS's objectives.
	◦ Embraces shifts in role task or activity focus as the Native Title context changes, and reapplies skills and knowledge to new opportunities.
	◦ Embraces ambiguity with confidence; quickly works out what we know, don't know and how to proceed.
	◦ Maintains team momentum and energy throughout changes; and provides support to overcome challenges.
	◦ Understands QSNTS's vision and how current and proposed changes will create benefits for the future.
Resilient	◦ When facing a difficult situation, reflects to understand the cause of the resistance or blockage, and finds a way to overcome this.
	◦ Demonstrates awareness of situations or circumstances which may cause personal frustration or stress, and how to manage this.
	◦ Keeps control of own emotions and stays calm under pressure and in challenging situations.
	◦ Takes steps to understand the meaning and purpose of something you are not enjoying, in order to build own enthusiasm (i.e. to overcome own resistance).
	◦ Helps others manage frustration or stress.

	○ Recognises and acknowledges others when they have demonstrated tenacity.