

POSITION DESCRIPTION

Learning and Engagement Officer (Fixed Term)

Position Information

The Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our vision is to achieve equality, opportunity, and wellbeing for every person, in every community.

QCOSS brings people together to help solve the big social issues faced by people in Queensland, building strength in number to amplify our voice. We create positive social change through our work in effective advocacy, influencing policy development, engaging, and empowering our members, the social service sector and communities. QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues.

QCOSS is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and, therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation, are recognised and celebrated.

Position Purpose:	Develop and deliver sector capacity building and engagement programs, including in energy and water literacy.
Reports to:	Director Members and Partners
Team/Unit/Location:	Brisbane Office (West End)
Qualifications and Experience:	Tertiary qualifications in Human Services, Community Development or similar to fulfil the requirements of the position with relevant demonstrated experience to fulfil requirements of the position.
Hours of Work and Term of Employment:	Full time (38 hours/week) fixed term position concluding 30 June 2023. This position provides flexible working conditions including flex and time off in lieu provisions.
Salary/Classification:	QCOSS/QSU Certified Agreement Level 5 full time (\$86,548-\$90,481) dependent on qualifications and relevant experience. Super of 11% in addition to salary packaging benefits apply.

Key Responsibilities

1. Apply appropriate learning and development models to prepare quality, evidence-based learning resources and materials to support capacity building programs.
2. Develop and deliver evidence-based programs, projects and workshops that build the capacity of the community service sector, including in energy and water literacy
3. Apply appropriate project management practices and use contemporary and participatory consultation and engagement processes that encourage active engagement by diverse stakeholders.
4. Create new and enhance existing working relationships and networks with key stakeholders and the broader community services sector.
5. Identify, respond to and report on service trends and needs of the community service sector and negotiate and deliver required supports that are in scope and can be managed within available resources.

JUDGEMENT, REASONING & PROBLEM SOLVING:

While reporting to the Director Members and Partners, you will be expected to operate autonomously and as an effective and contributing team member. You must have the ability to think laterally, apply professional judgment to situations, demonstrate initiative and draw on your existing knowledge, skills, and experience to deliver customer focused service to both internal and external stakeholders.

You will however defer to the Director where there is a requirement to elevate a situation outside of your scope of experience and/or knowledge or for issues of a sensitive nature.

BEHAVIOURS:

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures and, in doing so, demonstrate our organisational values of:

- Strength
- Optimism
- Respect

INTERPERSONAL SKILLS/COMMUNICATION:

Your highly developed interpersonal and communication skills will be reflected in your ability to share information, respond to issues with clarity and accuracy, with the ability to confidently emphasise a position that may be contrary to commonly held perceptions and respond appropriately. Your ability to listen to seek understanding is essential to successfully establishing internal and external relationships to enable you to engage stakeholders and deliver on the scope of work effectively and efficiently.

Selection Criteria

1. Demonstrated knowledge and application of adult learning and development principles.
2. Relevant qualifications and high-level expertise to fulfil the requirements of the position including demonstrated project management experience with the ability to manage competing priorities and stakeholder needs delivering on agreed milestones and outcomes.
3. A demonstrated understanding of the Human Rights Act 2019 (Qld), capacity building and risk management principles, frameworks, and methodologies.
4. Familiarity with issues related to energy and water literacy.
5. Demonstrated understanding of the Queensland community services sector
6. Demonstrated experience and record of success in creating and building positive working relationships and working appropriately internally and externally with a diverse range of stakeholders to deliver mutually beneficial outcomes.
7. Exceptional and effective interpersonal, communication, presentation and engagement skills using a range of contemporary engagement practices.
8. Commitment to social justice, QCOSS values and the role of the community services sector in delivering services to vulnerable Queenslanders.

Additional Criteria/information:

- The position may involve some out of hours work and intrastate travel