

## COMMUNITY SERVICES INDUSTRY WORKFORCE PROJECT MANAGER Position Description — October 2021

<i>Position Title:</i>	Community Services Industry Workforce Project Manager
<i>Location:</i>	Hobart, Tasmania
<i>Award:</i>	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
<i>Classification:</i>	Level 6-7, depending on skills and experience
<i>Salary Package:</i>	TasCOSS Staff Wages Policy
<i>Conditions:</i>	Fixed-term — ASAP though to 30 June 2024, may be extended subject to funding Full-time (part-time hours may be considered)
<i>Responsible to:</i>	Manager Community Services Industry Development
<i>Responsible for:</i>	Development and delivery of a Community Services Workforce Coalition, action plan, awareness campaign and engagement with identified stakeholders

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### Summary of Position:

The Community Services Industry Workforce Project Manager is required to work collaboratively with all sectors of the community services industry, together with government, education and training providers and other stakeholders, to ensure the industry has the skilled and diverse workforce it needs to deliver flexible, responsive services that can withstand future disruptions and achieve positive outcomes for clients. The position will work with Skills Tasmania to convene the Community Services Workforce Coalition to drive the Workforce Development and Training component of the [Tasmanian Community Services Industry Plan \(2021-2031\)](#).

This work involves collaboration with others in the broader 'care economy' in health care, education and care (childcare), and human and social services. This collaboration will promote and support the delivery of innovative training and education for a modern, rapidly growing industry. It will support the industry to meet statewide, national and global demands and sustainably fill the industry's projected job vacancies.

The establishment of a Community Services Workforce Coalition in conjunction with Skills Tasmania will oversee:

- Defining and driving a program of research to identify future industry demand trends, as well as barriers and opportunities to employment in the Tasmanian community services industry (including community perceptions) and workforce and skill development priorities.
- Developing useable advice on industry training and workforce development needs with regards to Vocational Education and Training (VET), higher education, school aged education, preparation for job seekers, skilled and temporary migration, upskilling of existing workers and qualifications development.
- Design of an ongoing campaign to improve community attitudes around careers in the industry and attract and retain workers in a globally competitive market.
- Development of training, education and skill development programs for the industry to fill gaps in niche areas that can't easily be addressed by the existing system.

- Informing the application of government funding to drive workforce development in the industry through the Tasmanian training and education sector.
- Strengthening the community services industry's evidence-base and apply research to improve client outcomes through the formation of partnerships across the industry, government, vocational and higher education and business sectors.

Immediate action will be taken in the three funded priority areas (marked \* below):

Community Services Workforce Coalition. \*

Community services awareness campaign. \*

Training and workforce development fund (Training and Assessment Cert IV and Workforce Ready Team). \*

Volunteer workforce planning.

Peer workforce approaches.

The Community Services Industry Workforce Project Manager is required to work with a high degree of autonomy in setting priorities with minimal supervision and exercising initiative and professional judgement.

Some intra/inter-state travel and occasional out-of-hours work may be required. TasCOSS expects all staff members to engage in continuous quality improvement.

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### Key Responsibilities/Tasks:

1. As part of the TasCOSS team, work in partnership with Skills Tasmania and other stakeholders to establish and support a Community Services Workforce Coalition.
2. Work with the Community Services Workforce Coalition to develop and implement an action plan. This responsibility includes interfacing with and reporting to the Industry Plan governance structure.
3. Work in partnership with stakeholders to identify key activities that can be implemented collaboratively and leverage resources and capital for the project.
4. Coordinate an evidence-informed approach including research, data collection, analysis and reporting.
5. Identify and communicate key industry issues based on research and consultation.
6. Provide timely and accurate reports to the funding body and the TasCOSS Board on a regular basis as per the service agreement, in collaboration with the Chief Executive Officer and the Manager Community Services Industry Development.
7. Develop and maintain effective relationships with key stakeholders, including community services, government agencies and officers, corporate stakeholders and other relevant bodies.
8. Assist in the development of relevant industry policy.
9. Promote TasCOSS and represent agreed policy positions at key forums and meetings.
10. Undertake effective record keeping and data collection systems within the organisation.
11. Undertake other duties relevant to the position as directed.

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### Selection Criteria:

#### *Essential*

1. High-level understanding of the nature, role and challenges facing the non-government community services industry (e.g. including specialist workforce knowledge and stakeholder engagement, governance, leadership, training and development, consumer directed models of service).
2. Demonstrated commitment to the principles of social justice, an understanding of poverty and disadvantage.
3. Extensive experience in project management in a strategic context.
4. Skills and knowledge in co-design, community consultation, community development and capacity-building.
5. Demonstrated ability to work autonomously and cooperatively within a team in a fast-paced, rapidly changing environment, while meeting deadlines and contributing to a positive workplace culture.

6. High-level oral and written communication skills, including stakeholder communication processes, group facilitation, meeting procedures, report writing and verbal briefings.
7. Well-developed information technology skills and computer literacy, including experience with Microsoft Office and Microsoft Excel.
8. A post-graduate or tertiary qualification in a relevant discipline or equivalent relevant experience and knowledge.
9. A current unrestricted Tasmanian driver's licence
10. Current *Working with Vulnerable People* registration and *National Police Check* or ability to obtain registration.

***Desirable***

1. Understanding of the nature and role of peak industry bodies.

**Authorised by:**

Adrienne Picone, Chief Executive Officer, TasCOSS

4 October 2021