

# Position Description



<b>Title</b>	Project Officer – Consumer Partnerships
<b>Business Unit</b>	Mission
<b>Location</b>	Flexible location across Victoria or Tasmania- requirement to travel to Melbourne regularly.
<b>Position type</b>	Part time (45.6 hrs per fortnight) Max Term (until 30 <sup>th</sup> June 2021)
<b>Reports to</b>	Consumer Partnership Lead

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Consumer Partnerships Project Officer enables a Consumer perspective at Uniting for service planning, design, delivery, monitoring and evaluation. The Project Officer supports Consumers to share their lived experience with safety and confidence.

## 3. Relationships

### Internal:

- Consumer Partnerships Steering Group, Consumer Consultants, Consumer Partnerships Lead, Operational Leaders and staff

### External

- Other Social Services with Consumer Partnership expertise / support needs, community members

## 4. Key responsibility areas

- Service Delivery**
- Provide Project Management to the Consumer Partnerships program- including being a point of contact for current and future Consumer Consultants

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# Position description

## Consumer Partnerships Project Officer



- Build effective relationships and work collaboratively with Consumer Consultants and Uniting staff across the organisation
- Provide project support as assigned, including desktop research, planning, documentation development, information management and governance support
- Lead in the recruitment and orientation of new Consumer Consultants
- Support a voice for Consumers and enable a Consumer perspective in Uniting service planning, design, delivery, monitoring and evaluation
- Create and develop resources include guides, policies/protocols, forms, marketing and communications material, advocacy, and training content.
- Co-ordinate feedback from multiple stakeholders and communicate issues and propose solutions as they arise to the Consumer Partnerships Lead
- Support the development of mechanisms to obtain feedback from consumers accessing Uniting services and programs

### Personal accountability

- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 5. Person specification

### Qualifications

- Relevant experience in consumer participation practice.
- Achieved or studying for relevant qualification in the community development or social services field preferred but not mandatory

### Requirements

- Understanding of Cultural Safety and empathy for people with a diverse range of backgrounds and needs - commitment to improving services for Consumers and Consumer rights
- Ability to provide feedback without bias or judgement
- Current or previous lived experience as a Consumer of Uniting's services (or a Carer for a Consumer)
- Willingness to undertake and discuss the results of a confidential Police Check and Working With Childrens Check (Victoria) or Registration to Work with Vulnerable People (Tasmania). Outcomes of the Police Check will be considered fairly in discussion between the Consumer and the Program Manager

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# Position description

## Consumer Partnerships Project Officer



- Proficient in Microsoft Word, Excel, Powerpoint and email.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Ability to draw from lived experience as consumer of community services to inform consumer partnership practice and provide advice and support to Uniting staff and consumers
- Able to work in a cooperative manner and collaborate with staff and consumers to support practical and meaningful consumer participation practice.
- Sound understanding of consumer partnership and participation and/or community development practice
- Good project and administration skills: written communication, attention to detail, timelines and personal organisation
- Initiative and problem solving
- Ability to work autonomously and part of a productive team.

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## 6. We are a child safe organisation

As a child safe organisation we are committed in everyday practice to ensure the safety and wellbeing of all children, at all times. Partnership with Uniting is subject to a confidential national (and international where relevant) Police Check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any activity. Outcomes of the Police Check will be considered fairly in discussion between the Consumer and the Program Manager. Police Checks are required to be renewed every 3 years, and Working with Children Checks or Working with Vulnerable People Checks every 5 years.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and Consumer requirements.**

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## 7. Acknowledgement

**I have read, understood and accepted the above Position Description**

	<b>Employee</b>	<b>Manager</b>
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>