

Job Title	Project Support Officer
Responsible to	Area Manager
Responsible for	Project based networking, promotion and community engagement.
Founding Purpose	<p>“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)</p> <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p>
Vision	<p><i>Pathways for life</i></p> <p>Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.</p>
Organizations’ Core Values:	Compassion Integrity Respect Perseverance Celebration
Organisation Mission	<p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none"><li>▪ Pathways to strong families and healthy, happy children</li><li>▪ Pathways through a successful youth</li><li>▪ Pathways away from homelessness</li><li>▪ Pathways for life and work ready skills</li><li>▪ Pathways to sustainable employment</li></ul>
Position Purpose	To support the development and implementation of projects as outlined.
Key Challenges	The ability to support the set-up of a new and successful program in a new service area.
Key Results Area	<ul style="list-style-type: none"><li>▪ Relationship Management</li><li>▪ Project Support</li><li>▪ Administration</li></ul>

## A. Organization Chart (What are the key reporting relationships for the role?)



## B. Job Requirement (What are the key activities for the role?)

Key Result Area 1	Relationship Management
<p><b>Key Tasks</b></p> <p>Identify Strategic opportunities and projects that will enhance Mission Australia Western Sydney Community Engagement.</p> <p>Develop a strong working relationship with a range of external bodies including government, commercial organisations and other providers in order to complete projects.</p> <p>Develop a range of internal relationships to support the management of new and existing projects.</p>	<p><b>Job Holder is successful when</b></p> <p>Support the Western Sydney Leadership team to identify strategic opportunities that will enhance programs and community engagement</p> <p>External relationships are developed which result in improvements to systems and processes with external bodies</p> <p>Strong internal relationships are developed within Mission Australia.</p>
Key Result Area 2	Project Support
<p><b>Key Tasks</b></p> <p>Work with the project teams to develop appropriate systems and processes for the successful delivery of each project. Contribute to the preparation of regular project updates</p>	<p><b>Job Holder is successful when</b></p> <p>Systems design and processes are clearly mapped and implemented</p> <p>Project updates and reports are completed on time</p> <p>Internal information is gathered to support establishment of projects</p>

Work with a range of internal and external stakeholders to gather information to support new project decisions, plans and implementation

**Key Result Area 3**

**Administration**

**Key Tasks**

**Job Holder is successful when**

Maintain clear and accurate project plans, reports and documentation to support projects and their progress

Accurate project plans are developed and kept up to date  
All administration tasks are completed accurately and on time.

Undertake a range of administrative tasks to support the project

**C. Purpose and Values Requirements**

**Core Area Responsibility**

**Purpose and Values**

**Key Tasks**

- Actively support Mission Australia’s purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- Maintain a safe working environment for yourself and others in the workplace;
- Ensure required health and safety actions are completed as required;
- Participate in learning and development programs about workplace health and safety;
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia’s Reconciliation Action Plan.

## D. Recruitment information

### Competencies

- Client Support
- Values Alignment
- Organisational awareness

### Experience and Qualifications

- Diploma in Community Services
- High relationship skills and experience in developing and maintaining partnerships

## E. Approval

Manager's Name:

Approval Date: