

Position Description

Title	Consumer Partnerships Facilitator
Business unit	Eastern Melbourne, mostly supporting Child, Youth and Families
Location	Flexible across Eastern Melbourne, home office Croydon or Blackburn
Employment type	Part Time – 45.6 hours per fortnight Maximum term to 30 June 2025
Reports to	Manager, Consumer Partnerships

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, 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

1. Position purpose

Consumer Partners are people who access Uniting service currently, or in the past, and share their expertise and lived experience for other consumers and carers at Uniting in governance, planning, workforce recruitment and training, service design, evaluation and monitoring, quality improvement, advocacy and public policy, media and marketing, and service delivery.

The Consumer Partnerships Facilitator enables deep and meaningful opportunities for Consumers in Uniting's Eastern service planning, design, delivery, monitoring and evaluation. The Consumer Partnerships Facilitator supports Consumers to share their lived experience with safety and confidence through developing high-quality relationships, facilitation, training, and an iterative approach. The Consumer Partnerships Facilitator supports the design of high quality practice where decision making power is shared between Consumers and the Uniting workforce.

2. Scope

Budget:

nil

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Consumer Partnerships Facilitator

People:

- The Consumer Partnerships Specialist will maintain relationships with up to 20 Consumer Partners and coordinate with staff across Uniting.
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3. Relationships

Internal

- Consumer Partners
- Consumer Advisory Group members
- Uniting Consumer Partnerships Team
- Eastern Operational Leaders and staff
- Support Services Leaders and staff

External

- Other Social Services with Consumer Partnership expertise / support needs, community members
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4. Key responsibility areas

Partnerships approach and facilitation

- Acting as a subject matter expert for Partnerships practice consistent with the Uniting values, the Consumer Partnerships Framework, and ethical and contemporary practice.
- Supporting and centering a voice for Consumers in all the work we do, seek to enable a Consumer role and perspective in Uniting service planning, design, delivery, monitoring and evaluation
- Demonstrating initiative in identifying process and system barriers to meaningful and inclusive partnerships, lead changes and improvements through collaboration with Consumer Partners and staff.
- Design, implement and evaluate meetings, workshops and activities -produce tangible outcomes.
- Implementing training, coaching, support, guidance, leadership, and encouragement to consumer partners and the workforce.
- Demonstrating practice excellence in effective facilitation at Uniting. Holding space to navigate differences in priorities and opinions in a safe and trauma informed way
- Co-leading complex partnerships that require coordination and collaboration between the consumer partners and workforce (Eastern Consumer Advisory Group, partnering on tenders)
- Supporting the training and connection of consumers into Uniting Workforce Recruitment Practice, including Interview Panels.
- Facilitating the updating of consumer facing resources and policies that impact Consumers eg. Consumer Welcome Packs
- Ensuring that reasonable system improvements identified by Consumers are implemented.
- Provide project management tasks as assigned or independently initiated, including desktop research, planning, management, and governance support
- Creating and supporting the uptake of resources include guides, policies, forms, marketing and communications material, advocacy, and training content to promote best practice in Consumer Partnerships at Uniting.
- Supporting the project management of implementation—track progress, coordinate people and resources, measure impact.
- Connecting and supporting consumers into other activities and decision-making opportunities within Uniting.

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Consumer Partnerships Facilitator

Consumer and Workforce Relationships

- Developing and managing a high volume of complex relationships with Consumer Partners with flexibility, using a trauma informed approach to support current and future Consumer Partners.
- Managing the recruitment, onboarding, orientation, and training of new Consumer Partners
- Providing support, guidance, coaching, leadership, encouragement, and training to the consumer partners and the workforce
- Being an influential communicator, building effective relationships to create cultural change at Uniting. Working in an innovative and collaborative way with Consumer Partners and the Uniting workforce across the organisation eg. Facilitate lunch and learn sessions.

Systems and administration

- Supporting the partnerships management of implementation–track progress, coordinate people and resources, measure impact.
- Managing communications to Consumer Partners
- Playing a critical pre and post role in planning for and upholding Consumer Partner Safety and wellbeing
- Administering and local oversight to Consumer Partner reimbursements
- Providing support for reporting
- Providing a positive initial contact and assistance when receiving enquiries by telephone, email,
- Providing general administrative support to the team including events.

Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting’s workforce
 - Based on my ongoing work with another organization.

5. Performance indicators

- Recruitment, training and support of 20 Consumer Partners
- Implementation of Consumer Partners on interview panels
- Establishment of Eastern Advisory Group – at least 6 meetings or activities run
- Practice of involving Consumer Partners in local tendering process commenced
- Partnering with young people guide developed

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6. Person specification

Qualifications

- Relevant experience in consumer participation practice.
- Achieved or studying for relevant qualification in the community development or social services field preferred.

Experience

- Current or previous lived experience of a social issue (or a Carer for a Consumer) – preferred but not mandatory
- Understanding of cultural safety and empathy for people with a diverse range of backgrounds- commitment to improving services for Consumers and Consumer rights
- Ability to provide feedback without bias or judgement.
- Willingness to undertake and discuss the results of a confidential Police Check and/or Working With Childrens Check (Victoria) or Registration to Work with Vulnerable People (Tasmania). Ensure outcomes of the Check will be considered fairly in discussion between the Consumer and the Program Manager
- Proficient in Microsoft Teams, Word, Excel, Powerpoint and email.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
 - Sound understanding of **consumer participation**, codesign, or community development practice
 - **Relationship** and communication skills: Ability to relate meaningfully to people and communicate warmly and clearly.
 - **Facilitation** skills - ability to create safety, ask good questions, respectfully challenge others
 - **Implementation:** project management approach, ability to understand and make links between people and systems, coordinate, and achieve outcomes.
 - **Initiative** and problem solving
 - **Collaboration** and teamwork: Able to work in a collaborative way with staff and consumers to support practical changes and good consumer participation practice.
 - Intermediate level **Information and Communication Technology** skills: ability to efficiently use a range of technologies to design, develop, and deliver training/coaching solutions, including MS Office (Word, Excel, PowerPoint, Outlook), Internet/email, and video conferencing technologies.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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