

JOB DESCRIPTION

Project Officer – Business Development

ABOUT UNITING

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

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

LAC Services support people with disability, their families and carers at all stages of the NDIS participant pathway alongside implementing the Information, Linkages and Capacity Building (ILC) Policy Framework for those outside the NDIS.

The Business Development Team's focus is to support people with disability, their families and carers outside the NDIS by implementing the Information, Linkages and Capacity Building (ILC) Policy Framework and working with vulnerable cohorts.

Your role as Project Officer is to support the Business Development Manager to implement program wide initiatives that deliver the outcomes and meet the requirements, contained in the NDIA contractual agreement; support the implementation of the Uniting and LAC Services strategic and operational plans; meet the needs of vulnerable cohorts, build connections in community and engage with key stakeholders.

ROLE KEY ACCOUNTABILITIES

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Maintain currency in both Uniting and the NDIA Policy and work practices
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Project Officer, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Build the connections and capabilities of the organisation to engage and partner with the Aboriginal community
- Deliver services in line with Uniting culture that promotes a person-centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a sound understanding of the NDIS with a specialised focus on delivering outcomes in order to achieve the ILC Policy Framework
- Support the Business Development Manager to implement the Uniting and LAC Services strategic and operational plans across the program
- Provide information from across the program to support Quarterly Strategic Analysis Reports (QSAR)
- Scope and develop relationships with stakeholders that will; facilitate opportunities and build capacity in the community for vulnerable cohorts
- Collect information on individual and community needs to inform ILC plans and activities
- Manage confidential and sensitive information

- Undertake other duties as requested by the Business Development Manager consistent with the general nature and responsibilities of the position

Collaboration/Teamwork

- Be an active member of Uniting and the Business Development team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team through a variety of mediums to brainstorm solutions and approaches in order to effectively meet the needs of people with a disability
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards
- Provide project outcomes that address customer and community needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Address complaints and incidents promptly or escalate for resolution
- Analyse customer feedback to feed into continuous improvement process and ensure LAC Quality Objectives are met
- Gather evidence, opportunities and barriers of strategies that have been successful and unsuccessful in progressing capacity building in the community
- Use the reports and data analysis to identify community needs
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- With the Business Development Manager, identify and develop strategic, collegial and productive relationships across all LAC teams and with other Uniting business units to ensure best outcomes for customers, Uniting and LAC staff
- Work in a collaborative manner with community based organisations to build and expand opportunities for greater social and economic participation for all people with disability
- Professionally represent Uniting when working in the community
- Provide information to stakeholders on emerging risks and issues and to support project development and delivery in line with plans, budgets, time frames, policy objectives and other projects and priorities

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- In conjunction with people with disability, communities and your team, implement effective strategies that are responsive to the people we support and provide opportunities for participation and feedback that informs delivery of initiatives.
- Actively research, create and share innovative solutions with your team
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision-making tools
- Incorporate lessons learnt, feedback and review into the continuous improvement of work practices

Communication

- Communicate in ways that reflect the Uniting commitment to strengths-based practice. Use varied communication techniques across all levels internally and externally to create and maintain positive relationships
- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Be confident and comfortable addressing and presenting to both small and large audiences
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Use social media platform to promote the initiatives of the LAC Services and good news stories

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Business Development Manager

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- State and National Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

There are no formal qualifications required for this role

Experience:

- A minimum of 12 months' work experience in the community services sector and/or lived experience of disability
- Excellent written and verbal communication skills
- Demonstrated experience delivering on key accountabilities and motivation to achieve priorities
- Works well under pressure and manages own emotional responses when interacting with others in a professional environment
- Demonstrated competencies in maintaining accurate and appropriate records, report writing and ability to source information and collate data including experience using a range of computer hardware and software applications relevant to the role
- Demonstrated communication, liaison, networking and negotiating skills working with local communities, other services and agencies
- Skilled at navigating a complex organisation forging relationships and managing through influence rather than direct authority as required
- Demonstrated self-leadership and excellent time management skills to meet deadlines

Even Better:

- Qualifications in the community services sector e.g. disability, allied health, social work and community development
- Experience in delivering small scale projects
- More than 12 months experience working in a community development role

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	