

Position Description

Title	Consumer Partnerships Project Facilitator
Business unit	Eastern Melbourne
Location	160 Whitehorse Road Blackburn / Flexible location across Eastern Melbourne
Employment type	Part Time (30.4 hours per fortnight) Maximum term to 30 June 2024
Reports to	Group Manager Eastern Melbourne

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

The Consumer Partnerships Project Facilitator enables deep and meaningful opportunities for Consumers in Uniting’s Eastern service planning, design, delivery, monitoring and evaluation. The Consumer Partnerships Project Facilitator supports Consumers to share their lived experience with safety and confidence. The Consumer Partnerships Project Facilitator supports the design of high quality projects where decision making power is shared between Consumers and the Uniting workforce.

2. Scope

Budget:

nil

People:

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

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Consumer Partnerships Project Facilitator

3. Relationships

Internal

- Consumer Partners
 - Consumer Advisory Group members,
 - Uniting Consumer Partnerships Team
 - Manager Consumer Partnerships
 - Operational Leaders and staff
 - Support Services Leaders and staff
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External

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

Project and Engagement Management

- Responsibility for creating and co-leading the Eastern Consumer Advisory Group
- Maintaining high quality relationships with consumers
- Ensuring that reasonable system improvements identified by Consumers are implemented
- Connecting and supporting consumers into other projects and decision-making opportunities within Uniting
- Supporting the training and connection of consumers into Uniting Workforce Recruitment Practice, including Interview Panels
- Supporting cultural change and power sharing across Eastern Melbourne, that will include training and capacity building for staff
- Creating and sustaining processes and new systems to deliver outcomes in line with the goals and principles of the Uniting Consumer Partnerships Framework. This includes leading projects that require broad coordination and collaboration between the workforce and consumer partners in a complex organisational context.
- Demonstrating practice excellence through testing and sharing effective facilitation in the Uniting context for consumers and staff. Holding space to navigate differences in priorities and opinions in a safe and trauma informed way.
- Design effective meetings and activities to meet goals and produce tangible outcomes, act as a secretariat.
- Act as a subject matter expert, promoter and point of contact for the workforce and consumers on how to create effective partnerships at Uniting
- Providing support to the workforce and consumers on how to design an activity, select an engagement method, evaluate an activity, and provide secondary consultations during the life of the activity.
- Provide project management tasks as assigned or independently initiated, including desktop research, planning, management and governance support
- Support and center a voice for Consumers in all the work we do, seek to enable a Consumer perspective in Uniting service planning, design, delivery, monitoring and evaluation.
- Work collaboratively with the Uniting Partnerships team to facilitate the use of resources such as guides, policies/protocols, forms, marketing and communications material, advocacy, and training content to promote best practice in Consumer Partnerships at Uniting
- Demonstrate initiative in identifying system and process barriers to meaningful and inclusive partnerships, lead changes and improvements through collaboration with Consumer Partners and staff.

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Consumer and Workforce Relationships

- Manage a high volume of complex relationships with Consumer Partners with flexibility, using a trauma informed approach to support current and future Consumer Partners.
- Manage the recruitment, onboarding, orientation, and training of new Consumer Partners
- Provide support, guidance, coaching, leadership, encouragement, and training to the workforce and consumer partners.
- Be an influential communicator, building effective relationships to create cultural change at Uniting. Work in an innovative and collaborative way with Consumer Partners and the Uniting workforce across the organisation.

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. 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).

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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.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Ability to draw from lived experience as a consumer of community services to inform consumer partnership practice (or facilitate the sharing of lived experience) and provide 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 participation, codesign, or community development practice
- Excellent project and administration skills: project management, attention to detail, and personal organisation
- Facilitation skills - ability to create safety, ask good questions, respectfully challenge others
- Teamwork - Ability to work autonomously as well as part of a fast paced team
- Great communication skills – written and verbal
- Initiative and problem solving

6. 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.
