

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Paving the Way Forward – North Melbourne Community Partner

Position Title:	Community Development Officer (CDO) – North Melbourne
Function:	Service Delivery
Classification:	SDEA Community Services Employee Level 4 (equivalent to SCHADS Level 4.1)
Term:	30 September 2022
Location:	North Melbourne (various locations) - including North Melbourne (NMLL) and DFFH Office in North Melbourne
Reports to:	Mission Australia Manager
External Liaisons:	<p>DFFH PTWF managers</p> <p>PTWF Flemington Community Partner</p> <p>DFFH Resident Participation Officers (North Melbourne and Flemington)</p> <p>Residents of the NMPHE</p> <p>Members of the Resident Action Groups</p> <p>Members of local community organisations</p>
Internal Liaisons:	<p>CDOs employed by North Melbourne Language and Learning (NMLL) and Drummond Street Services (DSS)</p> <p>Consortium staff</p> <p>NMLL Community Development Team</p> <p>NMLL management and administration staff</p>
Position Purpose:	The Community Development Officers (CDO's) will be part of a blended team with the DFFH – PTWF employed Manager and Resident Participation Officers.

This team will work with residents and other community groups, organisations, local council and service providers to develop and deliver a Local Action Plan for the North Melbourne public housing estate (the estate).

Three CDO's will be employed by the Consortium Partner with a key focus area for each CDO –

1 - Resident Voice (NMLL lead)

2 - Services and Partnerships (DSS lead) and

3 - Place and Community (MA Lead).

Please refer to the **Supporting Information Document** for detail of all CDO focus areas.

Position Context: The North Melbourne Public Housing Estate (NMPHE) area consists of four high rise towers in Alfred, Sutton, Melrose and Canning Streets, Medium density public housing in Pampas Street and other single-unit low-rise housing scattered within close proximity. The demographics of the residents living in these public housing dwellings is diverse, with considerable cultural diversity and life stages. During 2020, the public housing residents of the North Melbourne Public Housing Towers (along with the residents of the Flemington Public Housing Towers) were subjected to the harshest lockdowns experienced by any group in Victoria.

This position is part of the DFFH's PTWF programme and the NMLL- lead Community Partner consortium (with Mission Australia and Drummond Street) and will therefore adhere to the PTWF's Code of Conduct and policies and procedures.

The North Melbourne Paving the Way Forward (PTWF) Community Partner Information:

Paving the Way Forward Program (PTWF) is a program funded through the Department of Families Fairness and Housing (DFFH) to support communities residing in North Melbourne and Flemington public housing estates to recover and rebuild from the COVID-19 health emergency and deliver housing services that better meet the needs of residents. This pilot program tests a new way of working with residents, local government and delivery partners, where residents are involved in the decisions that impact them. Also please refer to **Supporting Information Document**

PTWF Place and Community Position Requirements:

Key Result Area 1	Community Engagement and Planning
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Build constructive relationships with residents through effective listening, cultural sensitivity, broad inclusion, strategic engagement and capacity building, to support resident-led projects aligned to PTWF Place and Community activities and outcomes. • Undertake a Crime Prevention Through Environmental Design (CPTED) assessment Vic Pol (or alternative framework with DFFH endorsement) and develop a Local Action plan with residents to address the issues raised • Work with residents to develop and implement placemaking and space activation projects to improve community connection. • Support community storytelling and healing activities • Enable initiatives which build community connection and celebrate culture and diversity 	<ul style="list-style-type: none"> • CPTED (or similar) Assessment completed and a Local Action Plan developed in collaboration with Residents to develop and implement activities that support residents feeling safe in their homes and on their estate. • Placemaking and space activation projects strengthen the connection between residents and local stakeholders and the places they share on the estate. • Residents feel connected to and supported by their community • Activities and initiatives showcase and celebrate culture and diversity
Key Result Area 2	Teamwork, Networking and Collaboration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop partnerships that enable residents to work collaboratively with all levels of Government, agencies and community groups in shaping the PTWF project outcomes. See Supporting Information Document • Provide advice to the PTWF Team and other stakeholders on: resident issues, community resources, opportunities, weaknesses and challenges, likely to impact on and or support achieving project outcome areas • Work collaboratively and in partnership with the Consortia Manager and key Consortia staff, DFFH PTWF Manager and Team, North Melbourne public housing residents, and other key stakeholders to support the development of and implementation the Local Action Plan 	<ul style="list-style-type: none"> • Equitable partnerships are evidenced by the active functioning of Resident Action Groups, agreements and plans between relevant parties • Appropriate and regular mechanisms for peer communication, feedback and suggestions are enabled and remain responsive to residents and support PTWF project outcomes • Collaborative relationships with key PTWF stakeholders and consortium partners is evidenced by cross-collaboration activities, peer support and transparent communication • Continuous improvement practices support the achievement of program targets, outcomes and contractual requirements.

<p>(LAP) for North Melbourne Residents in the three outcome areas: 1 - Resident Voice; 2 - Services and Partnerships; and 3 - Place and Community (see expected outcomes and activities in table 1 of the Supporting Information Document)</p> <ul style="list-style-type: none"> Contribute to the achievement of individual, team and organisational program targets as per contractual agreements with funders, MA, and Consortium Partners. 	
Key Result Area 3	Co- Production Development & Implementation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Adopt and implement the North Melbourne Community Partner Co-production model to work with residents to plan and deliver the Paving the Way Forward activities and actions. Training will be available on the Co-production model. 	<ul style="list-style-type: none"> The PTWF Co-Production model is effectively implemented, and for all activities in the Local Action Plan
Key Result Area 4	Communication & Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Proactively and effectively communicate with project stakeholders – including DFFH staff, Consortia staff, team members, residents, and services providers. Undertake a range of administrative tasks to support and prepare for the activities and actions you will be undertaking in this role including, but not limited to; <ul style="list-style-type: none"> Record keeping developing and distributing a range of documents and communications, maintaining online file systems supporting Resident Action Groups. 	<ul style="list-style-type: none"> Communication is transparent, respectful and takes into account the communication preferences and needs of residents, project partners and stakeholders. Administration tasks are completed accurately and on time.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace 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

Purpose and Values

- 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.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work 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.

Recruitment information – Key Selection Criteria

Essential

- Significant and relevant community development experience, either paid or unpaid and or relevant qualification to undertake this role.
- Demonstrated connections and commitment to the North Melbourne Public Housing residents either as current or former resident of the North Melbourne Public Housing Estate or a person that has significant connections to the people living on the estate
- Demonstrated understanding and experience in placemaking & space activation activities that harness community assets, ideas, and resources to strengthen connections between residents, PTWF stakeholders and the places they share on the estate.
- Proven ability to manage and lead complex community projects and partnerships that achieve results within the prescribed timelines and budget. Including the ability to plan, develop and implement actions plans that includes the participation of key community stakeholders. Including a demonstrated ability to be self-directed as well as work cooperatively as part of a team
- Well-developed communication skills including spoken and written English skills and an ability to produce materials for a range of audiences – including people who have low English literacy and whose first language is not English.
- Demonstrated knowledge and understanding of the key issues that impact on the opportunity for people living in the estate to meet their full potential.

- Good computer skills and willingness to learn additional platforms or software packages that are appropriate for the role.

Desirable

- Fluency in a community language such as Mandarin, Cantonese, Vietnamese, Somali, Amharic, Tigrigna, Oromo or Arabic
- Knowledge and understanding of Co-Production engagement strategies and techniques
- Tertiary qualifications in Community Development or related discipline.

Application Requirements

All applicants must submit the following documents to be considered for the CDO role:

1 - Resume/CV

2 - Key Selection Criteria Response

For further information please contact Aileen Lacey on 9213 2500

Job Application Supports Available to Public Housing residents and eligible applicants

In line with the affirmative employment practices adopted by the North Melbourne Community Partner Consortium, all North Melbourne Public Housing Estate Residents and or eligible applicants will have access to job application support through the North Melbourne Language and Learning (NMLL) Jobs Victoria Employment Service located at 33 Alfred Street North Melbourne. To access this support please contact Manatosh Chakma on 9326 7447 or mchakma@nml.org.au

Privacy notice

In accordance with privacy legislation, Mission Australia will use the personal information provided by applicants solely for the purpose of making appointments to positions within the organisation and with our partners in this project – Drummond Street Services, North Melbourne Language and Learning and Department of Families Fairness and Housing (DFF).

Compliance checks required

National Police Check	<input checked="" type="checkbox"/>
Working with Children Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Proof of full COVID-19 vaccination status	<input checked="" type="checkbox"/>

Approval

Manager name 

Approval date 15 October 2021