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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.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.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Community Development Manager |
| Status:  | Permanent Full Time  |
| Reports to: | National Manager, Community Development  |
| Position Purpose: | To build the capacity of the community through MA’s model of community development – Strengthening Communities.  |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** |  **Community Development Planning**  |
| **Key tasks** | **Position holder is successful when** |
| Independently work with our residents, surrounding community and internal and external stakeholders to apply a high level of knowledge and skills to achieve results in delivering a community development vision and strategic plan in accordance with the Strengthening Communities principles, organizational goals, and the contractual requirements of MAH. Implement a range of Community Development programs across the TAS portfolio, in alignment with the Operational Local Area Plan and identified community needs. Develop, deliver, and report on an annual budget to support the plan.Provide a level of resourcing and facilitation to community-led projects where costed and appropriate.Support residents to build skills, develop leadership and increase knowledge individually and through developing tenant committees and local project interest and engagement groups. Facilitate conflict resolution, capacity building opportunities, training and program development as required for Tenant Committees.Plan and facilitate ongoing opportunities for all Residents to engage with each other respectfully and meaningfully, including successful integration of new tenants into housing and working with the Operations team to support sustaining tenancies.Be a thought leader, bringing expertise and new ideas to the community development and regional teams. Be a champion of diversity. Actively lead an inclusive culture, ensuring diversity in our resident base is supported.Create, promote, support and facilitate opportunities for training, education and employment for our residents. | A community development vision is developed and captured through documents such as the Community Development Plan, Stakeholder Plan and Community Asset Map for each relevant community. The identification of community aspirations leads to action to initiate local solutions.The community development vision and role is operationalized through an annual plan, with key milestones and costs identified, delivered and reported on regularly.Community engagement and development expenditure aligns with annual strategic goals and approved budgets and measurement of success.The community is able to identify innovative ways to develop new community resources and leverage existing resources through participatory decision making processes.Residents have increased opportunities to engage with each other, learn new things, develop skills and participate in programs that can lead to greater resilience, wellbeing and sense of security. Residents are easily identifiable as having increased in their demonstrated ability to lead. New residents are welcomed and feel a part of the community. Increased opportunities and participation for residents and service system users in education, training and employment.  |
| **Key Result Area 3** | **Partnerships**  |
| **Key tasks** | **Position holder is successful when** |
| Create and build constructive strengths-based relationships with residents and community stakeholders through effective listening, cultural sensitivity, broad inclusion, strategic engagement and capacity building, with a view to facilitating self-sustaining and community-led community development projects.Develop a strategic plan for partnerships in line with MA’S Partnership and Strengthening Communities Framework.In collaboration with the local team, identify, create, and manage strategic partnership opportunities with the local Service System and influence innovations to improve it.Arrange for work placements with training partners to facilitate broader learning environments for students.Maintain a partnership register.Provide proactive and innovative solutions in assisting the Operations team.Maintain strategic partnerships and facilitate tenant and MAH participation in local events and programs, including collaboration with Housing and Assets teams.Actively engage in and manage partnerships to achieve better outcomes for the community, residents and MAH including with local MA services.Facilitate or support tenant or tenant committee led events and activities that have strategic alignment with community development plan objectives and incorporate Housing and Assets teams. Actively source fund raising and grant opportunities both to benefit the community and to support MAH to fulfil its commitments. | Community networks and resources are created, expanded and leveraged. A community assets and partnership map is created and maintained and shared with team.Members of tenant committees are satisfied with the opportunity to inform MAH service delivery. Improved tenant satisfaction rates in this area. Residents and community partners are engaged in the organization and delivery of community events and activities.State and local politicians are aware of the scope of MAH work in community through engagement activities which are led by MAH National Office staff and senior MA Leadership.2 student placements per annum are successfully completed. All MAH staff are encouraged and influenced to be involved in community development activities.Opportunities for grant funding are identified and funds are applied for both independently and in partnership with MA. Residents are linked and supported to engage with a variety of opportunities to participate in activities to improve their wellbeing, access to training, education and employment and to build community cohesion. |
| **Key Result Area 4** | **MAH Service Delivery Support and Collaboration**  |
| **Key tasks** | **Position holder is successful when** |
| Participate in the operations of MAH in relevant communities by being an active member of the Strengthening Communities and local/regional team. Contribute to the articulation of Strengthening Communities through participation in tours, discussion groups and presentations, informing all levels of management and operations of why and how Strengthening Communities is practiced.Support National Manager Community Development of MAH through regular and open communication and contribute to national goals and strategies.Work with Regional Managers and National Communications Manager to regularly capture the experience of MAH’s work in relevant communities.Work collaboratively with Housing and Assets teams to deliver an Integrated Services model. Work targeting improvement to Tenant satisfaction overall but in particular focusing on the areas of safety and security, asset upgrades and neighbourhood improvement.  | Attendance at team meetings and team events. A clear understanding of and support for Operational team and MAH objectives. Increased number of communications are delivered in a plain English format and translated resources. Reflective of our resident base.Individuals across MA and MAH are able describe and identify the objectives, practices and purpose of Community Development/ Strengthening Communities. Projects are completed successfully to tenant satisfaction, leading to an improvement in satisfaction scores.  |
| **Key Result Area 5** | **Measurement** |
| **Key tasks** | **Position holder is successful when** |
| Work with MA’s Impact Measurement and Evaluations Team and the Community Housing Industry Association’s annual Tenant Satisfaction Survey to evaluate and measure outcomes for clients and residents, including demonstrating results to local team and implementing actions in response to findings. Identify and propose opportunities for other research and evaluation projects including externally funded projects and collaborations with other organisations and universities. Work with Regional team to analyse and respond to results of annual Residents Survey. Promote the community contribution of MAH internally and externally and using data and reports where available. Utilise activity-based measurement to demonstrate benefits of community development activities to the regional and national teams. Contribute to the overarching measurement and evaluation of community development activities in achieving the desired outcomes for tenants and community. | MAH’s work in community is evaluated within MA’s framework and against MAH’s Community Development goalsSupport for data gathering in community has been provided. Results from studies have been considered, outcomes have been used to suggest refinement of delivery of all MAH’s services in community. External funders are satisfied with project outcomes and evaluation methods.Response to Tenant Survey developed and actioned.Results and outcomes are presented externally to support MAH’s investment in the communities it operates in. |

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| **P** **Key Notes:*** **This role will be actively involved in delivering a New Tenant Engagement Strategy for just under 700 new properties being transferred to Mission Australia Housing under the Community Housing Growth Program. This will occur between July and October 2021 and will require strategic vision and successful delivery through collaborative teamwork.**
* **Engagement will be regular with (or as) the Project Lead, reporting into the National Project Steering Committee and working with all parts of the Mission Australia Housing team in Tasmania to complete the transfer.**
* **Community development and engagement work spans across the existing portfolio of over 1200 properties and commences new work in the communities where the transferred properties reside. A community development plan will be required to be created for the new areas and partnerships established to deliver it.**
* **This role has a Community Engagement Officer and a Community Chaplain reporting into it. A proactive, strengths based, and capacity building approach is required to support these direct reports to together deliver the Community Vision and outcomes targeted.**

**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 and Mission Australia Housing 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.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Tertiary qualifications.
* Extensive experience in community development, community housing or community services.
* Understanding of government contracting and funding mechanisms.
* Demonstrated analytical and problem-solving abilities.
* Demonstrated high level written and oral communication skills.
* Demonstrated ability to act with initiative and create solutions to presenting problems that meet a range of stakeholder’s needs.
* Experience working with and for communities in a self-reflective and creative way that facilitates community self-determination.
* Experience in community consultation, conflict resolution, facilitation, partnership development and project management.
* Legislative knowledge and adherence: ability to work in accordance with the Privacy Act, EEO and Anti-Discrimination
* Ability to work independently and collaboratively.
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 **Approval**

 **Lauren Knight 21st May 2021**

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| **Manager name**  |  | **Approval date** |  |