MISSION AUSTRALIA | Position Description
Position title: TPCE Facilitator

Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain 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:	TPCE Facilitator
Classification:	CSW
Level:	Level 3, 1
Responsible for:	The delivery of activities for the Tenant Participation and Community Engagement service.
Reports to:	Program Manager - TPCE
Position Purpose:	Utilising Mission Australia's Strengthening Communities Model within a designated FACS District to engage local community members, the broader service system and Mission Australia's services to build tenant's capacity and to enhance access to information, advice and opportunities to be more actively engaged in their communities, processes and decisions related to their social housing and broader community in line with contractual requirements.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	**Community Liaison & Consultation**
Key tasks	**Position holder is successful when**
• Map current tenant participation groups and identify any gaps/new opportunities • Build relationships with local tenants to provide referrals, and identify and address local challenges and opportunities. • Coordinate, facilitate and support various	• Community asset map developed in a timely manner. • Sustainable relationships are built with tenants, appropriate referrals made. Local challenges and opportunities identified as a basis for forming tenant action groups.

tenant groups according to need and District priorities (including consultative groups, action groups and forums as required and in conjunction with FaCS). • Coordinate and facilitate formal and informal tenant training/information sessions on social housing 'hot' topics and feedback from tenants sought on skill areas and practical 'how to' subjects based on tenant feedback and District priorities. • Facilitate tenant volunteering opportunities within their community to build capacity and participation. • Facilitate access to information and services to assist tenants to maintain a successful tenancy and to engage with their community. Including the coordination of any District information sessions. • Facilitate a variety of community wellbeing initiatives/events to improve tenancies, the local community and provide opportunity to address need and promote greater engagement based on tenant feedback. • Facilitate the setup of an Area Tenant Group. • Outreach to isolated or difficult to engage tenants to overcome barriers to participation and community engagement.	• Groups and forums run efficiently and effectively planned and supported with governance and administration provided (i.e. TOR, agenda etc.). Plans finalised ensuring an initial agreed 'quick win'. • Appropriate number of sessions held per year on practical topics i.e. Rent it Keep it, Tenant rights and responsibilities etc.). Appropriate number of development training workshop conducted per tenant feedback and District priorities. • Volunteers trained and supported to access opportunities for volunteering via local service networks. • Increased referrals to agencies as determined by the implementation plan. Improved referral pathways with local service networks to facilitate access. • Events organised in a collaborative manner with tenants and key stakeholders that facilitate community wellbeing, promote tenant engagement with the service network and involvement in the local community, i.e. clean up days, Expos, NAIDOC events etc as per tenant feedback. • An Area Tenant Group created in conjunction with tenant and in line with FaCS District priorities. • Outreach referrals accept from FaCS to encourage involvement from isolated and/or difficult to engage tenants.
Key Result Area 2	**Service Collaboration**
Key tasks	**Position holder is successful when**
• Develop an Aboriginal tenant engagement strategy in partnership with local Aboriginal communities and the FaCS District (or identified vulnerable cohort). • Build and sustain formal and informal relationships with key stakeholders such as the local Council, Target Early Intervention (TEI) Services, youth services, community centres, employment agencies, Police, Aboriginal Elders and leaders and the Aboriginal Land Council. • Attend existing local tenant groups	• An organic document is developed in conjunction with local tenant groups and local Aboriginal communities (or identified vulnerable cohort) and services with the initial scoping to be undertaken within the first three months of contract. • Effective relationships are created and maintained resulting in positive outcomes for tenants and the community and as the basis for tenant groups, forums, events etc. • Regular attendance at existing tenant groups and rapport built with participants.
Key Result Area 3	**Administration**

Key tasks	Position holder is successful when
• Involvement in service development and improvement and other activities as prescribed by the Program Manager. • Develop and maintain a tenant database. • Plan and develop calendar of information sessions annually in consultation with local tenant groups, FaCS Housing Teams and LAHC. • Maintain records of services provided as per contractual requirements. • Complete a range of administrative tasks including but not limited to: client feedback surveys, tenant group documentation, planning documents, impact measurement requirements, internal and external program reports. • Adhere to all internal and external policies and procedures including contractual obligations, Work Health and Safety and privacy. • Complete Quality Program activities as assigned.	• Active involvement in service improvement, development and other activities in a cooperative and efficient manner. • An accurate tenant database is maintained and utilised to communicate via SMS • A six monthly calendar developed in consultation with manager and FaCS and distributed to tenants in a timely manner. • **A**ccurate records of service provision are completed in a timely manner. • All administrative tasks completed in an accurate and timely manner. • Mission Australia and relevant external policies and procedures are adhered to. • Quality Program activities are completed in an accurate and timely manner.

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

Qualification, knowledge, skills and experience required to do the role

- Relevant Degree of Diploma in community services, community development, health or related fields.
- Experience in community development
- Experience working with vulnerable people
- A proven track record in achieving KPI's
- A proven ability to work autonomously
- A proven track record in building and maintaining excellent relationships
- Experience in administration
- Computer literate and proficient in Microsoft Office and other operating systems.
- A current Driver's Licence

Key challenges of the role

- Building relationships with tenants, existing groups and local services
- Creating momentum and maintaining motivation of tenants and volunteers
- Identifying key community members that will facilitate activities
- Regular liaison between all parties i.e. FaCS, MA and groups.

Compliance checks required

Working with Children

National Police Check

Drivers Licence

Approval

Manager name	Approval date