

# Position Description



<b>Title:</b>	Project Officer Consumer Partnerships
<b>Business Unit:</b>	Mission & Inclusion
<b>Location:</b>	To be negotiated with incumbent
<b>Employment type:</b>	Part-time   Maximum Term
<b>Reports to:</b>	Consumer Partnerships Lead

## 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

## Position purpose

Uniting is committed to working alongside consumers of our services through consumer partnerships. The Uniting Consumer Partnership Framework sets a new direction for Uniting's relationships with consumers and aims to:

- ensure that consumer rights, views and goals are at the heart of the way we work.
- recognise consumers as equal partners across the organisation, from governance to service design and delivery.
- acknowledge the value of and incorporate the lived experience of the people who use our services.
- create inclusive pathways for consumers to influence our decisions and services as a way of the organisation fulfilling its purpose and values.

The Framework was developed with consumers and Uniting employees. It describes the goals, capabilities and practices needed to ensure authentic consumer participation.

This role will be responsible for researching, collaboratively developing and initial trialing of Consumer Partnerships practice tools to support emerging Consumer Partnership practice across Uniting.

## Scope

<b>Budget:</b>	Nil
<b>People:</b>	Nil

## Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• Uniting employees, volunteers and consumers</li><li>• Uniting Consumer Participants and Consultants</li><li>• Uniting Quality, Continuous Improvement, Risk &amp; Compliance and People &amp; Culture teams</li><li>• Members of Uniting's Consumer Partnerships Steering Group</li></ul>
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Date Approved: January 2020	Printed copies of this document are not controlled.	Next Review Date: January 2021

# Position description

## Project Officer, Consumer Partnerships



External

- Consumers, carers and support people

### Key responsibility areas

Under the direction of Consumer Partnerships Lead, key responsibilities include:

#### Relationship management

- Engage and work with key internal Uniting staff and volunteers to understand practice needs
- Act as a contact point and provide practice support to Consumer Consultants and consumer participants engaged in partnership activities.
- Co-ordinate feedback from multiple stakeholders and communicate issues/challenges as they arise and proposed solutions.
- Provide lived experience expertise and consumer participation advice to Uniting staff working with consumers in partnership activities.
- Support the recruitment and training of Consumer Consultants.

#### Resource/tools development

- Create and develop practice tools for whole of organisation use, ensuring content aligns with Uniting's Consumer Partnerships Framework and other Uniting policies and protocols. These may include practice guides, policies/protocols/procedures, forms, and training materials. This task involves research, drafting, modifying, formatting and editing documents in Microsoft Word, Powerpoint or Excel.
- Co-ordinate and attend collaborative meetings/workshops with Uniting workforce and consumer participants to develop priority practice tools.
- Provide support as assigned, including research, planning, document development, information management and practice support.

#### Team Work

- Work collaboratively with others, through a learning approach, listening and working in a respectful, professional, constructive and diplomatic way.
- Communicate with team members effectively and navigate relationships with a range of people with different knowledge, lived experiences, backgrounds, views and capabilities, aiming for the best outcomes for Uniting consumers and workforce.
- Model human rights practice and raise awareness of and promote Consumer Partnership practice with internal stakeholders.

#### 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.

### Performance indicators

- To be confirmed

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## Position description

### Project Officer, Consumer Partnerships

#### Person specification

##### Qualifications & Experience

- Achieved or studying for relevant qualification in the community development or social services field - preferred but not mandatory
- Demonstrated working experience and knowledge of MS Word, Powerpoint, Excel, and Outlook email applications.
- Experience in working with diverse stakeholders, consumers and staff.

##### Lived Experience/Participation Practice

- Relevant experience in and understanding of consumer participation practice.
- Consumer participation and/or Lived experience expertise.
- Ability to draw from lived experience as a consumer of community services to inform consumer partnership practice and provide advice and support to Uniting staff and consumers.
- Sound understanding of human rights and consumer partnership/participation practice and principles.
- Able to work in a highly cooperative manner and collaborate with staff and consumers, model meaningful consumer participation practice.
- Undertake effective self care practices to support personal wellbeing and safety.

##### Skills

- Excellent interpersonal and relationship skills, able to build trust quickly, strong foundation of ethics and integrity.
- Effective verbal and written communication; with the ability to filter, distill and feedback relevant information for the right audience.
- Initiative and problem solving.
- Attention to detail, timelines and personal organization.
- Ability to work autonomously and part of a productive team.

##### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Lived experience/Practice knowledge:** sound understanding of human and consumer rights as a foundation of consumer participation practice. Clear understanding of safe practice working with diverse lived experience, including drawing on your own lived experience while exercising self care. Adopt a continuous improvement approach to work.
- **Relationship management:** willingness to engage, take initiative, listen deeply, be proactive and help others. Contribute to a positive, collaborative and productive work environment.
- **Resource/Practice development:** broad sector research of practice benchmarks, skills in documenting and developing tools, commitment to high quality, accessible practice resources.

#### 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.

#### Employee

#### Manager

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Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>