

Position Description



Title:	Consumer Partnerships Lead
Business Unit:	Mission & Inclusion
Location:	Melbourne Metro
Employment type:	Full Time or Part Time Ongoing
Reports to:	Director of Mission

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

The Consumer Partnerships Lead ensures that the consumer voice and the wisdom of the lived experience is privileged in all organisation systems and processes and decision making.

This will result in ensuring the consumer experience is central in service and organisational design, development of measurement of value, advocacy and public policy and strategy. This position is a key enabler to provide a clear line of sight from the Board to the client.

Scope

Budget:	\$60,000
People:	Direct report: 1 <ul style="list-style-type: none">• Project Officer, Consumer Partnerships

Relationships

Internal:	<ul style="list-style-type: none">• People with the lived experience of Uniting services• Executive Leadership team• Stream and Divisional Managers• Staff and Volunteers• Regional Managers
External	<ul style="list-style-type: none">• Church and local communities• Government Departments• Other key partners in service delivery, research, public policy and advocacy including UCA interstate agencies

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- Consumer and community movements incl: Consumer Partnerships Network

Key responsibility areas

Frameworks and Strategy

- Establishment and endorsement of inclusion, lived experience and co-design frameworks and strategy.
- Embed methodology and build capability to understand and respond to the experience of the client
- Collaborate with the leadership to embed the customer's voice in the design and delivery of services
- Research and synthesize significant data to inform critical analyses of the client's experience that challenges the organisation to think differently about delivery of services.
- Contributes to the development of strategy and public policy by enabling key stakeholders to engage in the strategy development and deployment process
- Leading the monitoring and reporting of progress of Uniting's Lived Experience and Co-Design strategy, and inclusion initiatives
- Establishment and monitoring of business partnership support for Consumers, Communities, Program Streams and the Division to co-design in the ongoing deployment of Uniting Lived Experience and Co-Design strategy.

Leadership and Business Partnership

- Ensuring partnerships with key consumer groups, industry, research bodies and think tanks are effectively leveraged.
- Challenge paradigms and models of care by leveraging the consumer voice in all that we do
- Ensured collaborative and participative approaches that drive stakeholder and citizen engagement in the development and deployment of strategy
- Leverage capability of existing consumer practice and interstate UCA agencies
- Work with the leadership to connect with and embed the strategic objectives of the Lived Experience and Inclusion strategy with the wider organisational KPI deployment
- Supports the delivery of high quality client engagement by enabling key internal and external stakeholders with the required tools and systems to participate in its development and deployment
- Supports the delivery of accurate and timely reporting of fast moving strategic client trends, debates and discourse
- Works in partnership with key internal stakeholders to ensure creation of consistency of methodology which leads to a platform for continuous improvement, capability build and quality assurance.

People and teams

- Establish, lead, coach and inspire an engaged and productive consumer partnership network across Uniting
- Lead the network in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the network
- promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic teamwork and the highest level of professional conduct in alignment with Uniting's values.

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Legal requirements and risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

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.

Person specification

Qualifications

- Relevant degree qualification in the community development or social services field

Experience and knowledge

- Strong lived experience and co-design development
- Experience in working with people with the lived experience
- Experience in leading, working within and delivering results within a team orientated, multi stakeholder & contested environment
- Compliance and understanding/familiarity with Organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Leadership:** High level management skills, ability to contribute to a team with the organisational values and goals, providing effective people management and role modelling expected behaviours. Evidence of sound knowledge and skill in people management within a complex service delivery model.
- **Change Management:** Strong knowledge of contemporary change management models and demonstrated experience in leading successful change programs at scale.
- **Communication:** High level written and oral communication skills, including the ability to conduct presentations and prepare business cases.
- **Stakeholder Relationships:** Strong negotiation and influencing skills to engage, build strong relationships and develop mutually beneficial alliances and partnerships with stakeholders, supported by

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a track record of being able to form relationships and establish credibility with staff.

- **Service Development:** Significant experience in the leadership and development of a human service delivery system in a complex environment.
- **Executive Contribution:** team oriented, collaborative approach, with the ability to support and contribute to the executive management team at a strategic level.

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