St Helens Neighbourhood House Assoc

25 Circassian Street
St Helens Tasmania 7216
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Position Description: Community Project Officer (SRAF)

Overview:

The Community Project Officer role is a co-ordination and delivery role. It provides structured/strategic support to the Manager, without duplicating the Manager's strategic, people-management and or governance responsibilities.

The immediate focus of the role is to work with the Manager to implement the "Structured Recovery and Assurance Framework" (SRAF).

Position Details:

Reports to: Manager
Classification:
Employment: Maximum tern contract 6 months. 20 hours per week
Location: St Helens Neighbourhood House – St Helens

Position Purpose:

The Community Project Officer (CPO) provides project co-ordination, administrative and operational support to the Manager and when required the Board.

In particular the immediate focus of the role is to ensure that the "Structured Recovery and Assurance Framework" (SRAF) along with the Manager, is delivered in a timely and an effective manner.

The position works collaboratively with internal teams, community stakeholders, and external service providers eg Worksafe Tasmania. The aim is to co-ordinate project activities, maintain project documentation, monitor milestones and support the achievement of agreed outcomes, in relation to the SRAF. The CPO contributes to continuous improvement and supports the organisation to deliver responsive, accessible and high-quality community services.

Key responsibilities (Scope of work)

1. **Project Coordination and Delivery**
   - Support the Manager in planning and implementation and monitoring of projects and initiatives, in particular - those related to the SRAF.
   - Co-ordinate day-to day project activities, ensuring agreed actions, milestones and deliverables are progressed within required timelines.
   - Develop and maintain project plans, schedules, action registers, project files and other relevant documentation, primarily in relation the SRAF.
   - Coordinate relevant project meetings, working groups, consultations, workshops and other activities.
   - Prepare agendas, meeting papers, minutes and action lists and monitor completion of agreed actions.
   - Identify emerging issues, delays, risks and dependencies and escalate these to the Manager as appropriate.

2. Community Services and Stakeholder Engagement (Community engagement)

- Develop and maintain positive working relationships with staff, community members, partner organisations, service providers and other stakeholders.
- Support consultation and engagement activities with relevant community and stakeholder groups.
- Assist with gathering stakeholder feedback and incorporating relevant information into the project planning and evaluation.
- Promote inclusive and respectful engagement practices that recognise the diversity of the communities the organisation serves; and
- Coordinate communication and information flow between project stakeholders.

3. Reporting, Monitoring and Evaluation

- Collect, collate and prepare project information and data to support monitoring and reporting.
- Prepare regular project status reports, briefing papers, presentations and other documentation for the Manager.
- Monitor project progress against agreed objectives, timelines and outcomes.
- Assist with evaluation activities, including collecting feedback, identifying lessons learned and documenting outcomes.
- Assist in preparing reports for internal governance groups, funding bodies or other stakeholders when required.

4. Risk, Quality and Compliance

- Maintain project risk, action and decision registers.
- Identify and escalate project risks and issues to the Manager in a timely manner.
- Support the implementation of organisational policies, procedures, quality standards and relevant legislative and regulatory requirements.
- Assist with quality improvement and service development activities.
- Support the Manager to ensure project documentation meets organizational, governance and record-keeping requirements.
- Contribute to a culture of continuous improvement, accountability and client-focused service delivery.

5. Financial and Resource Coordination

- Assist the Manager with monitoring project budgets and expenditure.
- Maintain appropriate records relating to project expenditure, purchasing and financial commitments.
- Assist with procurement activities, including obtaining quotes, coordinating suppliers and processing relevant documentation.
- Monitor the use of project resources and identify potential resource pressures for escalation to the Manager.

6. Administration and Operational Support

- Provide administrative and coordination support to the Manager and project team.
- Prepare correspondence, reports, presentations, briefing documents and other written materials
- Coordinate appointments, meetings and project activities as required.
- Maintain effective filing, document management and information systems.
- Assist with the preparation of project communications and resources.
- Undertake other duties consistent with the responsibilities and classification of the position

Key Working Relationships

Internal

- Manager
- Team and frontline service staff
- Volunteers
- Board members

External

- Community members and community organisations
- Funding bodies and government agencies
- Partner organisations
- Service providers and contractors
- Consultants and other relevant stakeholder

Selection Criteria:

Essential

1. **Demonstrated organisation and planning**
    - Demonstrated ability to manage competing priorities, coordinate multiple activities and meet deadlines e.g organising Board papers.
2. **Communication**
    - Developed written and verbal communication skills, including the ability to prepare clear reports, correspondence and presentations.
3. **Stakeholder engagement**
    - Demonstrated ability to establish and maintain effective working relationships with a diverse range of stakeholders e.g Board members, volunteers, local community members.
4. **Community services understanding**
    - Understanding of the community services sector and the principles of person-centred, strengths-based and inclusive service delivery.
5. **Technology**
    - Demonstrated proficiency in Microsoft Office and relevant information, project management or client/service systems.

Desirable

- Experience working with government-funded programs or community service contracts.
- Experience in service development, quality improvement or program evaluation.
- Understanding of relevant community services legislation, standards, funding arrangements and regulatory requirements.