

**Mission Australia**

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>“Dear children, let us not love with words or speech but with actions and in truth.”</i> (1 John 3:18)</p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

**Position Details:**

Position Title:	Community Development Officer
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

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

Key Result Area 1	Community Development Planning
Key tasks	Position holder is successful when
<p>Work with the community, internal and external stakeholders to build the community development vision and strategic plan in accordance with MA’s Strengthening Communities program and the contractual requirements of MAH.</p> <p>Identify and work towards community goals in response to identified community needs and planning with MAH team.</p>	<p>A community development vision is developed and captured through documents such as the Community Development Plan for each relevant community.</p> <p>The community development vision and role for MAH is operationalized through an annual project plan, with key milestones identified, delivered and reported on internally and externally, format of report may vary depending on stakeholder.</p>



<p>Work with internal stakeholders (MAH team) to identify and develop an annual stakeholder map for your community and develop a project plan in order to deliver on MAH's community development strategy.</p> <p>Further constructive relationships with tenants and community stakeholders through effective listening, cultural sensitivity, broad inclusion, strategic engagement and capacity building, with a view to equipping residents to undertake community-led community development projects based upon the identified local community needs and strategic plan.</p> <p>Support residents to build skills, develop leadership and increase knowledge individually and through developing tenant committees and tenant activity and engagement groups.</p> <p>Facilitate capacity building opportunities, training and program development as required for Tenant Committees.</p> <p>Provide a level of resourcing and facilitation to community-led projects where costed and appropriate.</p> <p>Promote and facilitate where feasible connections to training, education and employment.</p> <p>Develop and manage an annual budget corresponding to identified community development plan activities for the region and national budget requirements.</p>	<p>The identification of community aspirations leads to action to initiate a local solution.</p> <p>The community is able to identify innovative ways to develop new community resources and leverage existing resources through participatory decision making processes.</p> <p>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.</p> <p>Residents are easily identifiable as having increased in their demonstrated ability to lead.</p> <p>Capacity building opportunities and training is tailored and delivered as per resident's requests.</p> <p>Community engagement/development expenditure aligns with annual strategic goals and approved budgets and measurement of success.</p> <p>Community members are linked with training, education and employment opportunities and supported to continue to long term commitments in these areas.</p> <p>Annual budget managed effectively and within expenditure limits. Opportunities for enhanced value identified and utilised wherever possible.</p>
<p><b>Key Result Area 3</b></p>	<p><b>Partnerships</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<p>Develop a strategic plan for partnerships in line with MA'S Partnership and Strengthening Communities Framework for your community.</p> <p>Create and update annually a community partnership network map relevant to community needs and strategic plan.</p> <p>Identify opportunities for enhanced collaboration with other members of the MAH team and facilitate access to the team with networks, contacts and support that will deliver improved opportunities and outcomes for residents.</p>	<p>Community networks and resources are created, expanded and leveraged.</p> <p>A community assets and partnership map is created and maintained and shared with MAH Team at all stages.</p> <p>Members of the tenant-led committee are satisfied with the opportunity provided to inform MAH service delivery.</p> <p>Residents and community partners are engaged in the organisation and delivery of community events and activities.</p>



<p>Actively engage in and manage partnerships to achieve better outcomes for the community, residents and MAH.</p> <p>Maintain an active tenant-led committee to provide feedback and advice to MAH social housing services and advocate for tenant issues and needs.</p> <p>Facilitate or support tenant or tenant committee led events and activities that have strategic alignment with current community development objectives.</p> <p>Create opportunities for political engagement with the work of MAH in relevant communities at the direction and in close connection with MAH NO and MA.</p> <p>Actively source fund raising and grant opportunities both to benefit the community and also to support MAH fulfil the commitments of its Strengthening Communities goals.</p>	<p>State and local politicians are aware of the scope of MAH work in community through engagement activities which are led by MAH NO Staff and senior MA Leadership.</p> <p>All MAH staff are encouraged and influenced to be involved in community development activities. Staff are motivated to participate and support activities.</p> <p>A long term vision and plan is initiated and developed for the communities in the region.</p> <p>Opportunities for grant funding are identified and funds are applied for both independently and in partnership with MA.</p>
<p><b>Key Result Area 4</b></p>	<p><b>MAH Service Delivery Support and Collaboration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<p>Participate in the operations of MAH in relevant communities by being an active member of the team.</p> <p>Support National Manager Community Development of MAH through regular and open communication.</p> <p>Work with Operations Manager and Communications Manager to ensure key messages from MAH are delivered to the community and in a meaningful format.</p> <p>Contribute to the articulation of MA's model of Strengthening Communities through participation in tours, discussion groups and presentations.</p> <p>Capture the experience of MAH's work in relevant communities through Communications Manager.</p>	<p>Attendance at team meetings and team events.</p> <p>Identified and enabled appropriate and regular mechanisms for peer communication and partnership that remains responsive to resident's needs.</p> <p>A clear understanding of and support for tenancy and property management objectives has been provided.</p> <p>Increased number of communications are delivered in a plain English format and translated resources. Reflective of our tenant base.</p> <p>Individuals across MA and MAH are able describe and identify the objectives, practices and purpose of Community Development/ Strengthening Communities.</p> <p>The model of Community Development/ Strengthening Communities practiced in community is documented and communicated.</p>

Support the National Manager Community Development to develop and update program materials and national strategies.	
<b>Key Result Area 5</b>	<b>Impact Measurement</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<p>Work with MA's Impact Measurement Team as they evaluate and measure outcomes for clients and residents.</p> <p>Individually evaluate externally funded projects and individual internally funded projects where relevant and ensure outcomes achieved.</p> <p>Work with MAH team and Tenant Action Group to analyse and respond to results of annual Tenants Survey.</p> <p>Promote the community contribution of MAH internally and externally and using the data and reports where available.</p>	<p>MAH's work in community is evaluated within MA's framework.</p> <p>Support for data gathering in community has been provided.</p> <p>Results from studies have been considered, outcomes have been used to suggest refinement of delivery of all MAH's services in community.</p> <p>External funders are satisfied with project outcomes and evaluation methods.</p> <p>Response to Tenant Survey developed and actioned.</p> <p>Annual plan of promotion is delivered.</p>

### 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.

### Recruitment information

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

- Tertiary qualifications.
- Extensive experience in place based community development practices, community housing or community services.
- Understanding of government contracting and funding.

- Demonstrated high level of analytical and problem-solving abilities.
- Demonstrated high level ability to work proactively with a variety of stakeholder groups and create valuable partnerships across a broad range of services.
- Demonstrated high level oral and written communication skills.
- Demonstrated ability to act with initiative and create solutions to presenting problems.
- Experience working with and for communities in a self-reflective and creative way that facilitates community self-determination.
- Experience in community consultation, facilitation, partnership development and project management.
- Legislative knowledge and adherence: ability to work in accordance with the Privacy Act, EEO and Anti-Discrimination

### Approval

Lauren Cassar

22<sup>nd</sup> October 2018

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Manager name

Approval date