

POSITION DESCRIPTION

Project Officer

OVERVIEW

Program:	Quality and Projects
Reports to:	Manager, Quality and Projects
Supervise:	Nil.
Date of Last Review:	September 2019
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018, or subsequent Agreements
Victorian Portable Long Service Benefits Scheme:	This role has been deemed eligible to participate in Scheme.

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has several staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Project Officer	Document Status:	Final	Page:	Page 1 of 4
	Date Updated:	October 2019	Author:	General Manager, People and Strategy
	Review Date:	September 2021	Owner:	People and Culture

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People & Strategy (P&S) Division is responsible for supporting the delivery of SHM's Strategic Plan, implementing effective systems for managing quality and compliance, and leading people management strategies to develop a highly skilled and engaged workforce. The P&S Division is comprised of a Quality and Projects team, People and Culture (P&C) team and Workforce Development team.

The Quality and Projects team has responsibility for the implementation of the organisation's key strategic projects, quality, risk and compliance, research and evaluation. The Project Officer position is located within the Quality and Projects team, reporting to the Manager, Quality and Projects .

PURPOSE OF THE POSITION

The Project Officer is responsible for working collaboratively on a variety of projects across the organisation, either as the project lead or participating in projects led by the Manager of Quality and Projects. This will include projects relating to quality improvement, client engagement and diversity and inclusion. Specifically, this role will oversee management of SHM's Reconciliation Action Plan.

Project Officer	Document Status:	Final	Page:	Page 2 of 4
	Date Updated:	October 2019	Author:	General Manager, People and Strategy
	Review Date:	September 2021	Owner:	People and Culture

KEY RESPONSIBILITIES

Accountability	Major Activities
Project Management	<ul style="list-style-type: none"> Project management including the development and implementation of detailed project and change management plans. Management of multiple key stakeholder relationships including staff, senior managers, clients and external stakeholders. Effective management of change by engaging, informing, consulting and influencing key stakeholders. Development of systems to monitor and evaluate the effectiveness of key projects across the organisation. Undertake research and analysis of relevant documentation and data to inform project work as required. Prepare high quality reports and present project plans and outcomes to a range of audiences.
Reconciliation Action Plan	<ul style="list-style-type: none"> Provide project support for SHM's Reconciliation Working Group and maintain SHM's Reconciliation Action Plan.
Health & Safety	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check

QUALIFICATIONS

Project Officer	Document Status:	Final	Page:	Page 3 of 4
	Date Updated:	October 2019	Author:	General Manager, People and Strategy
	Review Date:	September 2021	Owner:	People and Culture

- Relevant qualification e.g. Social Work, Social Science, Public Health.
- Evidence of further training in Project Management (desirable)

KEY SELECTION CRITERIA

- Demonstrated project management experience within a community/health services setting, including project planning, implementation, change management and evaluation.
- Demonstrated problem solving and analytical skills including the ability to interpret complex information and produce high quality documents and reports.
- Ability to work within a small team environment and exercise a high degree of autonomy, manage time effectively and meet deadlines.
- Advanced interpersonal skills, including the ability to engage and develop effective working relationships with internal and external stakeholders including people experiencing homelessness and deep disadvantage.
- Strong alignment with the values of Sacred Heart Mission, including a passion for diversity and inclusion.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Project Officer	Document Status:	Final	Page:	Page 4 of 4
	Date Updated:	October 2019	Author:	General Manager, People and Strategy
	Review Date:	September 2021	Owner:	People and Culture