

## POSITION DESCRIPTION TECHNICAL WRITER

### OVERVIEW

<b>Program:</b>	Journey to Social Inclusion Evaluation and Learning Centre (J2SI ELC) Project
<b>Reports to:</b>	General Manager Business Development
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	August 2018
<b>Classification:</b>	Social and Community Services Employee Level 5 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

### 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 of 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 a number of 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.

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## **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**

Sacred Heart Mission is made up of four Divisions; Client Services, People & Strategy, Business Development and Business Services. The Business Development unit is responsible for securing funding for the organisation from government, philanthropy, enterprises (op shops and other social enterprises), investors and the community and for managing the communication and advocacy for the organisation. The unit has the responsibility for the setup of a new entity for Sacred Heart Mission which is the J2SI ELC. This entity will licence and manage the scaling and improvement of the successful J2SI program beyond Sacred Heart Mission and Victoria.

## **PURPOSE OF THE POSITION**

The purpose of the Technical Writer position is to document all service delivery, financial and investment tools (manuals, fact sheets, descriptions, models) for the new entity's toolkit. The technical writer will also be required to document training material. It is expected that this position will liaise with representative end users to ensure that the material is appropriate. On a day-to-day basis, the Technical Writer will work with the members of the project team to deliver material for the project, with an overall reporting line to the General Manager Business Services.

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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Project Participation</b>	<ul style="list-style-type: none"> <li>▪ Deliver inputs into the project schedule as set out by the Project Plan and recommend any new documentation that will be needed based on work delivered.</li> <li>▪ Report on progress of assigned tasks, identify and communicate risks and issues as they arise and work collaboratively to mitigate or resolve them respectively.</li> <li>▪ Ensure all relevant stakeholders are informed.</li> </ul>
<b>Technical Writing</b>	<ul style="list-style-type: none"> <li>▪ Gather, verify and document operational manuals, procedures, guidelines, fact sheet documentation or any other reference documentation as required covering the service delivery, financing and investment aspects of delivering J2SI.</li> <li>▪ Create tools where they do not exist in an appropriate format by working with the subject matter expert to extract the information and translate into relevant material for users.</li> <li>▪ Format material produced to be in line with the audience specific and simple language that is clear and concise for the target audience to understand.</li> <li>▪ Manage stakeholder relationships and expectations, focusing on understanding stakeholder issues and influencing their views to resolve complex issues through a process of consultation and negotiation.</li> </ul>
<b>Documentation of Training</b>	<ul style="list-style-type: none"> <li>▪ In conjunction with the Sacred Heart Mission Training Manager create training material which supports tools created.</li> </ul>
<b>Health &amp; Safety</b>	<p>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.</p>
<b>RISK</b>	<p>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>
<b>CQI (Continuous Quality Improvement)</b>	<p>All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are</p>

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	open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	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**

- Tertiary Qualifications in Business Management, Communications or equivalent relevant experience.

**KEY SELECTION CRITERIA**

- Demonstrated planning, time management skills.
- Proven experience in the development of operational manuals, procedures, guidelines and operational reference guides to high professional standards
- Advanced writing, editing, communication and presentation skills including knowledge of technical documentation principles
- Demonstrated experience and capability in establishing effective and cooperative working relationships with customers, stakeholders, and colleagues.
- Sound initiative and effective personal judgement when working alone.
- Understanding of the community service sector would be advantageous.
- Strong alignment with the values of Sacred Heart Mission.

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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