

POSITION DESCRIPTION

Project Officer (Social Policy)

OVERVIEW

Program:	Strategy and Service Development
Reports to:	Manager, Strategy and Service Development
Supervise:	Nil.
Date of Last Review:	March 2019
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018, 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 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.

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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

The People & Strategy (P&S) Division was introduced into the organisational structure in early 2015 to support the delivery of the Mission's 10-year strategic plan with the overall aim of building and enhancing the focus on our people and culture. The P&S Division has responsibility for the implementation of the organisation's key strategic projects, including the development, implementation and evaluation of service development and improvement initiatives. The Project Officer position is located within the Strategy and Service Development team, reporting to the Manager, Strategy and Service Development.

PURPOSE OF THE POSITION

The Project Officer is responsible for leading a variety of projects across the organisation and for working as part of a project team on key strategic projects, led by the Manager of Strategy and Service Development. Specifically, this will include project management of SHM's Diversity Plan, client engagement strategies and working collaboratively on strategic projects focused on developing, implementing and evaluating new service initiatives. The also has a focus on monitoring and interpreting relevant social policy and gathering evidence of the impact of social policy changes on SHM service delivery, to inform SHM advocacy efforts.

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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.
Social Policy	<ul style="list-style-type: none"> ▪ Develop and maintain close relationships with SHM Client Services to keep abreast of issues or potential issues that may impact the people we work with. ▪ Develop and maintain key relationships with relevant sector peaks to keep abreast of policy changes that have potential to impact the people we work with and the work of SHM. ▪ Advise on new social policy strategies and document and assess their relevance to SHM. ▪ Provide information and evidence to support advocacy activities managed by the Communications and Advocacy team.
Health & Safety	<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>

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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

- Relevant qualification e.g. Social Work, Social Science, Social Policy, Public Health.
- Relevant qualification or evidence of further training in Project Management is desirable.

KEY SELECTION CRITERIA

- Demonstrated project management experience within a community/health services setting, including project planning, implementation, change management and evaluation.
- Sound understanding of the political system and social policy contexts associated with homelessness and social exclusion.
- 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.
- Previous experience in advocacy and social justice campaigning is desirable.

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- 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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