



Position Description: Capacity Building Officer

Position Title:	Capacity Building Officer
Program Area:	Consumer and Capacity Building Programs
Reporting to:	Manager Consumer and Capacity Building Programs
EFT:	1 EFT 38 hours/5 days per week. 12 month fixed term contract until (TBC)
Classification:	Social, Community, Home Care & Disability Services Award

About CHP

Established in 1972, the Council to Homeless Persons (CHP) is the peak Victorian body representing organisations and individuals with an interest in and commitment to ending homelessness.

CHP currently:

- seeks to influence federal and state government policy in ending homelessness
- provides the Homelessness Advocacy Service (HAS) -the pioneering complaints service of Victoria's homelessness services sector
- leads consumer participation within Victoria's homelessness service sector through the Peer Education and Support Program (PESP)
- produces Parity, Australia's leading national publication on homelessness
- enhances the capacity of Victoria's homelessness and broader service sectors through the provision of training and forums and dissemination of current policy, practice and research information.

CHP's Guiding Principles

CHP is driven by underlying principles that give focus to its belief that homelessness is unacceptable, avoidable and within our reach to resolve. To that end, we will:

- Provide leadership in preventing and ending homelessness by developing, supporting and promoting evidence-based research, policy and practice
- Maximise effective consumer engagement in the development of

- homelessness policy and practice development
- Build the capacity of CHP members, and the homelessness and broader service sectors to achieve the best outcomes for people who experience homelessness
- Influence as strategically and effectively as possible to achieve our mission
- Galvanise cross-sector collaboration to strengthen a shared commitment to ending homelessness.

CHP is a public company limited by guarantee, and governed by a Board of Directors that work in conjunction with the Chief Executive Officer (CEO).

There are approximately ten staff at the CHP office currently based in Collingwood. CHP includes a Policy and Communications Program which undertakes policy advocacy, produces the national homelessness publication 'Parity' and builds sector capacity.

CHP also has a Consumer and Capacity Building Program, which includes the Homeless Advocacy Service, the Peer Education and Support Program and Industry and Workforce development projects.

Position Context:

CHP is involved in a range of activities related to building the capacity of the Specialist Homelessness Sector (SHS). The focus of this work is building workforce and organisational readiness. The key capacity building activities are:

- Develop an industry transition plan for the SHS
- Supporting transition planning governance structure
- Implementation of SHS transition plan activities
- Working with Swinburne university to review and enhance Cert IV Social Housing using lens of CHP Housing Focused support Guides translated to Units of Competency
- Development and delivery of training to the SHS (Victorian Housing Register, Introduction to Homelessness and Social Housing)
- Data integrity project (SHIP champions, capacity building support for ACCOs, support SHS Launch Sites with data analysis, data training etc)
- Convene SHS advisory group and provide secretariat support
- Annual SHS training needs survey
- Capacity building presentations, events and workshops
- Consultation with Aboriginal Controlled Community Organisation (ACCO) to determine organisational and workforce readiness

Responsibilities and accountabilities

Position Objectives

The Capacity Building Officer will provide support across the range of capacity building activities undertaken by CHP. A key focus will be maximising stakeholder engagement by supporting CHP's capacity building consultation and communication strategies.

There will also be a focus on maximising the potential of the new membership and sector data base using the Salesforce platform to engage with the sector and other key stakeholders and provide an accessible and rich source of member information to inform capacity building activity.

This position will be a full time one year appointment with a view to extending subject to funding.

General responsibilities

- Uphold CHP philosophies and goals
- Engage in professional and ethical conduct at all times
- Work within the organisation's policy and practice guidelines set out in the CHP policy manual
- Work in partnership with the CHP team and the CEO to leverage activities undertaken in the position to further CHP's policy and advocacy agenda
- Develop performance reports as required

The Capacity Building Officer's specific responsibilities

The Capacity Building Officer's key areas of responsibilities will be:

- Supporting the development of the SHS Transition Plan
- Supporting the delivery of CHP capacity building activities
- Sector, and stakeholder engagement

Support the development of the SHS transition plan

- support for the SHS Transition Planning Project Coordinator as required
- support the transition plan stakeholder consultation strategy
- support the transition plan communication strategy
- use of online survey tools (eg Survey Monkey) to do targeted surveys
- assist with the synthesis and analysis of data, research and stakeholder feedback

Supporting the development and delivery of CHP capacity building activities

- development of training and capacity building content and material
- delivery of training and capacity building activities
- help develop and organise SHS transition plan activities (eg training, forums, workforce capacity building etc)
- support impact evaluation of CHP capacity building activities
- supporting consultative processes across all capacity building activity
- undertaking CHP's annual SHS workforce training needs survey
- secretariat support for the SHS training advisory group
- assist with the synthesis and analysis of data, research and stakeholder feedback

Membership and stakeholder engagement

- maximising the potential of the CHP membership data base platform to engage with the sector and other key stakeholders
- support for the policy and communications team as required with communication to the sector and other stakeholders
- preparing membership reports as required

Organisational Relationships & Accountability

The Sector capacity building coordinator reports to the Manager Consumer Programs and Capacity Building and works closely across CHP's programs.

Key internal contacts include all CHP staff.

Key Selection Criteria:

Mandatory:

- Diploma level qualification in Community Services or a related field.
- Highly developed interpersonal, written and verbal communication skills
- Demonstrated ability engage with a range of stakeholders
- Demonstrated experience in developing, organising and delivering training and capacity building activities
- Relevant experience, relationships and professional networks in the SHS or other relevant human service sector
- Knowledge of Salesforce customer relationship management software or similar product or demonstrated capacity and willingness to develop the required skills

- Demonstrated capacity to work independently and flexibly, as well as cooperatively as part of a team

Desirable:

- Demonstrated capacity to analyse data and research and produce user friendly reports articulating this analysis
- Report writing and social research skills and experience
- Demonstrated event management skills (eg venue hire, managing ticket booking, organising catering, event evaluation)
- Understanding of impact evaluation and outcome frameworks

Conditions of employment:

Other duties as required

The duties within this position description may be varied from time to time by the Board to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent.

General conditions of employment

- The successful candidate must achieve a satisfactory Police Check and Working with Children Check prior to an offer of employment being accepted.
- The hours of work for 1 EFT positions are 38 hours per week
- The relevant Award is the Social, Community, Home Care & Disability Services Award
- Salary Packaging outside of superannuation is available.
- Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's licence and other relevant personal documentation.
- Referee checks on at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.
- The position is a fixed term contract for one year subject to the satisfactory completion of a mandatory 3 month probationary period.