



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
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 is approximately fifteen 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 currently are:

- Implementation of SHS Transition Plan (2018-2022)
- 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 and capacity building activities (eg presentations, events and workshops)
- Data integrity project (SHIP champions, capacity building support for ACCOs, data analysis, data training etc)
- Convene SHS advisory group and provide secretariat support
- Annual SHS training needs survey

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 supporting the implementation of SHS Transition Plan goals, actions and deliverables. Priority goals for 2018/19 are:

- Embed person centred models of practice
- Promote Aboriginal and Torres Strait Islander self-determination
- Build a SHS workforce development strategy, inclusive of these goals:
 - Develop workforce pathways
 - Develop a SHS workforce capability framework
- Develop a consumer participation strategy
- Build sector capacity in relation to outcomes
- Build data provision and sharing protocols
- Share and use data to inform SHS practice

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

Capacity Building Officer's specific responsibilities

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

- Supporting the Implementation of SHS Transition Plan goals, actions and deliverables
- Supporting the delivery of CHP capacity building activities

Supporting the implementation of the SHS Transition Plan

- supporting implementation of SHS Transition Plan goals, actions and deliverables
- responsibility for the implementation of specific SHS Transition Plan goals (to be determined)
- secretariat and logistical support for SHS Transition Plan Executive Advisory Group
- logistical and planning support for implementation activities (eg forums, consultations, working groups etc)
- assist with the synthesis and analysis of data, research and stakeholder feedback
- sector and stakeholder engagement

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
- support impact evaluation of CHP capacity building activities
- supporting consultative processes across all capacity building activity

Organisational Relationships & Accountability

The Capacity Building Officer reports to the Manager Consumer and Capacity Building Programs 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 to 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
- Demonstrated capacity to work independently and collaboratively

Desirable:

- Further relevant tertiary qualifications
- Demonstrated capacity to analyse data and research and produce user friendly reports articulating this analysis
- Demonstrated project management skills
- 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 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 with at least two independent referees is 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.