

# Position Description

Position details	
<b>Position title:</b>	Projects Support Officer (Aboriginal and Torres Strait Islander NDIS Business Development Seminars)
<b>Reports to:</b>	Project Manager
<b>Agreement and level:</b>	\$80,000 per annum
<b>Status:</b>	Negotiable, Fixed Term
<b>Duration:</b>	Until 31 August 2022
<b>Location:</b>	CSIA Offices Brisbane – with flexible working from home policy
<b>Staff responsibility:</b>	Nil
<b>Delegation authority:</b>	As per Delegations Policy and table
<b>Approval date:</b>	March 2022

## Position overview

Established in 2014, the Community Services Industry Alliance Ltd (CSIA) is a charitable organisation that exists to:

- promote the profile, value and contribution of the community services; and
- build an innovative, productive, sustainable and connected community services

for the benefit of community services clients and the broader Australian public.

Since its inception, CSIA has grown to become an influential and trusted voice on the Community Services Industry landscape. Working in partnership with Industry organisations and Queensland and Commonwealth Government agencies, our portfolio covers projects related to community services commissioning, policy, workforce and industry development and excellence.

Key result area	Responsibilities
<p><b>Stakeholder Engagement</b></p> <p><i>KPI's</i></p> <ul style="list-style-type: none"> <li>• All key stakeholders are informed about the projects and engaged directly in project success</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with internal and external stakeholders (including community service Industry organisations and Government) to support project success.</li> <li>• Support Senior Project Lead in facilitation of meetings and workshops with stakeholders to progress towards project goals.</li> <li>• Support Senior Project lead in actively seeking out stakeholder feedback and advice to support project success.</li> </ul>
<p><b>Projects Implementation</b></p> <p><i>KPI's</i></p> <ul style="list-style-type: none"> <li>• Project milestones are met on time and within resources.</li> <li>• Effective internal and external communication that supports CSIA's objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake work on key projects including working with project partners of the design and delivery of the business development seminars.</li> <li>• Produce project deliverables – such as reports, communications materials and seminars.</li> <li>• Coordinate calendars, workplans and arrange workshops and events.</li> </ul>

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	<ul style="list-style-type: none"> <li>Effectively communicate CSIA's role and objectives as required and actively promote CSIA.</li> <li>Collaborate with the CSIA team to align opportunities across the business.</li> </ul>
<p><b>Excellence</b></p> <p><i>KPI's</i></p> <ul style="list-style-type: none"> <li><i>All key deliverables are met.</i></li> </ul>	<ul style="list-style-type: none"> <li>Manage all work in accordance with relevant legislation and organisational policies.</li> <li>Pursue best practice in all key processes/activities.</li> <li>Support organisational learning and use this to inform/improve day to day practice.</li> </ul>
<p><b>Organisational Culture</b></p> <p><i>KPI's</i></p> <ul style="list-style-type: none"> <li><i>Zero lost time injuries or claims of bullying, harassment or discrimination.</i></li> </ul>	<ul style="list-style-type: none"> <li>Promote a positive organisational culture that is consistent with the organisation's values.</li> <li>Promote and support a culture of safety in the workplace and ensure that the workplace is free of bullying and harassment, or any form of discrimination.</li> <li>Support workforce initiatives that promote equity and diversity, learning and development, and that encourage supportive relationships amongst staff and volunteers.</li> </ul>

Selection criteria	
SC 1	Demonstrated ability to work independently with minimal direction and as part of a team. <i>Experience working on time-sensitive projects is desirable, but not essential.</i>
SC 2	Demonstrated ability to effectively manage relationships with internal and external stakeholders to achieve outcomes.
SC 3	High level written and verbal communication skills. Ability to convey complex and sensitive information in a clear and concise manner.
SC 4	High levels of competency with MS Office – particularly Word, PowerPoint and Teams.
SC 5	An understanding of the Community Services industry is highly desirable, but not essential.