

Position Description

Title	Program Officer
Business Unit	Enterprise Partnerships and Development
Location	130 Lonsdale Street, Melbourne
Employment type	As per employment agreement
Reports to	Manager EP&D

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The EP&D Program Officer oversees and manages programs and initiatives including Voice of the People and the Micro-learning training program. This will include collaborating with stakeholders to develop programs, project managing the delivery of the programs and the ongoing management and promotion of the programs, working closely with marketing and other stakeholders.

Voice of the People is a consumer insight and research program developed for corporate organisations to inform their approach to working with customers in vulnerable circumstances. The Micro-learning training program is one of EP&D's new initiatives that gives access to corporate organisations to learning modules to build the skills of their workforce.

As part of this role, the Program Officer will support the facilitation of program events, project manage and plan activities, promote the programs and work with internal and external stakeholders to successfully deliver the programs.

As EP&D is a small team you will also be required to support the Managers and Senior Managers with other initiatives such as organising events and forums. There will also be a small administrative component to this role as required.

Position Description

Program Officer

2. What you will do

Our ideal candidate will take ownership of issues and demonstrate the ability to work with a variety of stakeholders to understand business requirements and work collaboratively to develop effective outcomes. This will include working collaboratively with business units across Uniting and with EP&D's corporate partners.

This role requires highly developed written and verbal communication skills, as well as excellent interpersonal skills to liaise effectively with internal and external stakeholders including corporate partners, Voice of the People focus group participants – many who are from diverse backgrounds with diverse lived experiences, and other community organisations.

The Program Officer will have proven ability to build relationships, communicate effectively and influence stakeholders. This role requires an ability to manage priorities, high levels of resilience, tact and passion about what we do, and be committed to making a difference.

Under general direction from the Manager EP&D, the Program Officer will:

- Lead the development and ongoing management of programs, projects, activities, events and initiatives relevant to the programs you deliver, including Voice of the People and the Micro-learning training program
- Conduct client meetings with EP&D's corporate partners and community organisations to provide information about the programs and coordinate delivery of program activity
- Take the lead to identify and recruit participants for Voice of the People consumer research program in line with EP&D's consumer research framework
- Undertake data management tasks in relation to program and projects including but not limited to inbox management, data collection, reporting, database and records management
- Track progress towards goals and evaluate the effectiveness of program strategies and activities and outcomes to inform decision making and continuous improvement
- Work with the Senior Manager and Managers to deliver events, forums and conference participation activities
- Develop and foster effective working relationships with corporate clients, community groups, regulators and other key stakeholders
- Prepare a variety of documents including reporting, briefs, correspondence, program guidelines, newsletters, invoicing and other administrative and written tasks as directed.
- This position does not involve direct supervision of staff.

3. Scope

Budget: tbc

People: nil

4. Relationships

Internal

- EP&D team members
- EP&D Finance Business Partner
- Marketing
- ITC
- Quality & Safety
- Uniting staff from other teams and programs, including but not limited to CareRing, Partnerships, Training & Enterprise, and Consumer Partnerships

Position Description

Program Officer

External

- Corporate partners (Clients)
- Consumers
- Vendors and suppliers

5. Person specification

Qualifications

- A bachelor's degree or higher (desirable)

Experience

- Extensive demonstrated experience in product and program design is essential.
- Project management experience – this does not need to be formal but will need to demonstrate ability to develop a systematic approach to program delivery.
- Must be able to set goals, prioritise workload, work independently and meet deadlines.
- Experience in working with stakeholders in business, government and community sectors.
- Experience in working with people from diverse backgrounds.

Core selection criteria

- Demonstrated ability to deliver programs and projects including program design, project management, event management and promotional activity (in conjunction with Marketing) within specified deadlines while effectively managing competing priorities
- Demonstrated ability to interpret and apply standards, policies and procedures
- Well-developed communication skills including written and oral, interpersonal, and liaison skills for use with a wide range of audiences including employees and senior leaders in corporate organisations, government and non-government agencies and community groups
- Good understanding of qualitative research methodologies including focus group techniques, interview protocols and data collection methods is an advantage for this role
- Demonstrated understanding of the issues related to inclusion and participation of all members of our community
- Demonstrated ability to work independently and as a member of a team with a focus on achieving high standard of service
- Demonstrated achievements in modelling behaviour and commitment to deliver outcomes
- Demonstrates a deep understanding of the needs and challenges faced by vulnerable consumers.
- Shows empathy and sensitivity when interacting with participants to create a safe and supportive environment.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: