



Position Description

Position Title:	Project Support – Sector Engagement and Workforce Development
Position Type & Hours:	38 hours per week. Ongoing position subject to funding. Individual Employment Contract – Level 4.1 SCHADS
Position Reports to:	Director - Policy and Sector Capacity
Direct Reports:	Nil

Organisational Context

Q Shelter is a peak body for the community housing and homelessness sector and was incorporated in February 1993. Q Shelter is funded by the Department of Housing and Public Works, other government bodies as well as by members and service providers to deliver a range of policy, capacity building, organisational and sector development activities.

Q Shelter currently plays an important role delivering projects to assist in the implementation of the Queensland Housing Strategy 2017-2027 and associated three-year Action Plan.

Key Q Shelter activities include development and delivery of capacity building products and services, sector engagement at senior and operational levels, policy and advocacy work, consultancy work with individual providers, fostering innovation, delivery of forums and flagship events including training.

Q Shelter is a member-based organisation, overseen by a Management Committee and governed by Queensland Shelter Incorporated Rules (2016).

Important qualities

Candidates will be interested in contributing to housing solutions and homelessness responses and in understanding of the sector and the human services environment, the challenges and development of the sector and its workforce. Q Shelter is seeking a candidate who will be a team player, enthusiastic and interested to develop their capabilities and abilities to support project and program outcomes. The occupant to this role will be willing to join a team building the capacity of the Sector, through workforce and organisational development, and contributing to policy development. The person will have a positive attitude and a high standard of interpersonal and writing skills and be highly flexible and able to work in a constantly changing and learning environment. Q Shelter does not deliver services directly to people experiencing homelessness or provide housing.

Approved by:	Executive Director	Date:	27 February 2019
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Role Specification

About the role

This role is focussed on:

- Supporting projects and programs for organisational capacity building of the sector
- Assisting with a sector workforce development plan and strategies for capacity development
- Contributing to research on housing and homelessness policy and strategy and needs of the sector
- Assisting with stakeholder engagement and communications with Q Shelter members
- Contributing to a team playing a critical role in delivering a funded Work Plan including projects focussed on sector growth, development, partnerships and engagement
- Contributing to Q Shelter administration and other activities.

Roles and responsibilities

- Provide support to development and implementation of products and services to build capacity and capabilities of the sector workforce consistent with Q Shelter's Work Plan
- Assist with surveys, data collection and analysis, to identify workforce learning and development needs of the sector
- Research workforce learning and development opportunities and solutions for the sector
- Contribute to communications to build or expand regional networks
- Assist with activities for Q Shelter's sector engagement strategy and Work Plan
- Contribute to research, policy papers and documents, as directed, in response to Queensland Government policies and the Q Shelter Work Plan
- Assist with team administration and activities associated with the Sector Workforce Development Plan
- Develop knowledge of the sector to identify its issues and challenges
- Assist communications with peak bodies and sector stakeholders to improve understanding of Q Shelter
- Contribute to a high-performing and safe-to-experiment Q Shelter team
- Participate in personal and professional development
- Other team contributions as allocated by the Director.

Key Stakeholder Relationships

- The Department of Housing and Public Works and other funding bodies
- Housing and homelessness organisations operating in Queensland
- Q Shelter members, potential members and other sector stakeholders
- Stakeholders including community members committed to ending homelessness and affordable housing provision
- Q Shelter Committee of Management
- Q Shelter team members.



Key job requirements

Qualifications

- Tertiary qualifications in human services is highly desirable.

Experience

- Proven ability to engage with people experiencing homelessness and community housing tenants.
- Experience working in a specialist homelessness service or community housing provider is highly desirable, or another field of human service delivery in the not for profit sector.
- Experience in using Microsoft applications.

Role requirements

- The successful candidate may be required to travel within Queensland from time-to-time
- The successful candidate is required to undergo a criminal history check.

Key criteria

Housing and homelessness sector experience and capability

1. Experience or demonstrated interest in the policy, program and service delivery context to the Sector, with an understanding of the human services operating environment.

Communication, research and writing

2. Good interpersonal skills.
3. Good abilities in both written and verbal communication.
4. Ability to conduct research/research experience.

Sector capacity

5. Experience in or understanding of, the housing and homelessness sector, sector capacity issues and workforce development.

Collaboration and engagement

6. Willingness to or experience in, working collaboratively with a team.

Management

7. Interest in project and or program management.
8. Capacity to be self-directed in the implementation of key work priorities.