



Murdi Paaki Services Ltd

(an initiative of Murdi Paaki Regional Assembly)

POSITION DESCRIPTION

Position Title: **Community Project Officer**
(Tenancy Support and Education Programme)

PRIMARY OBJECTIVE

The Community Project Officer Tenancy Support and Education Programme (TSEP) is primarily responsible for supporting the Project Manager in delivering the Programme's objective in the Murdi Paaki Region. This includes supporting Aboriginal social housing tenants, and particularly those at risk, to sustain their tenancies long-term through the provision of arrange of support mechanisms, including tenant assistance and education, tenancy case management, human services collaboration and community engagement.

In position holder will also be responsible for:

- Providing a comprehensive and holistic package of tenant support, education and engagement initiatives;
- Providing support, advocacy and referrals through a case management approach to at risks tenants;
- Assisting the Project Manager (TSEP) with event planning, co-ordination and implementation.
- Building and maintaining relationships with various community stakeholders and identifying and suggesting innovative approaches to community engagement and education.

REPORTING RELATIONSHIPS

The position holder will report directly to the Project Manager (TSEP).

The position holder is a staff member of the MPSL and as such will contribute with other work colleagues in collaborative team work and team building

ORGANISATIONAL ENVIRONMENT

Murdi Paaki Regional Assembly

Murdi Paaki Regional Assembly (MPRA) is the peak Aboriginal governance body for the Murdi Paaki Region representing the interests of Aboriginal and Torres Strait Islander peoples throughout Western NSW. Membership of MPRA comprises Chairpersons or nominees from the sixteen Community Working Parties (CWPs) representing constitutes with the Region, representatives of the Murdi Paaki Aboriginal Young and Emerging Leaders (MPAY&ELP), three NSW Aboriginal Land Council (NSWALC) Councillors and an independent Chairperson.

Murdi Paaki Regional Assembly has a long and proud history of prosecuting a visionary agenda for regional autonomy and self-determination in the Murdi Paaki Region. Through a succession of regional planning instruments, and our ever-evolving relations with governments, NGOs and other partners, we have sought to assert our sovereign rights as First Nation peoples of Australia and to have our aspirations for jurisdiction within our country recognised, respected and resourced.

The Murdi Paaki Regional Plan 2016 (as updated) continues the tradition of setting a framework for strategic development and defines the next phase of community-initiated actions directed at raising our political, cultural, social and economic status. It is intended to inform not only Governments in their dealings with communities across the region, but also the increasing number of NGOs, private, sector enterprises and other institutions wishing to engage with our communities.

Murdi Paaki Services Ltd

The Murdi Paaki Services Ltd (MPSL) is an Aboriginal community controlled organisation under sole ownership and governance of the Murdi Paaki Regional Assembly (MPRA). MPSL has a clear strategic focus of promoting and progressing political, cultural, economic and social wellbeing of Aboriginal communities within the Murdi Paaki region. This includes fostering good relationships with government to contribute our knowledge and guidance in the planning, delivery and evaluation of services and taking responsibility for driving change at a regional level.

As such the Murdi Paaki Services Ltd (MPSL) is the operational and business arm of the MPRA.

KEY COMMUNICATIONS

This is a key position within the MPSL and high level plain English written and oral communication and support/advise delivery skills are essential to meeting the requirements of the role, as well as a hands-on practical and flexible approach to problem solving.

Internal: The position holder will have regular communication and liaison with the Project Manager (TSEP) and regular interaction and relationships with other staff of the MPSL as required.

External: Externally the position holder will be required to establish and maintain regular contact with tenant clients and potential clients requiring information, education, advocacy, advice, support, and assistance. They will also maintain positive relations with other service providers and staff, relevant Aboriginal communities, government and non-government service providers.

CHALLENGES

Major challenges faced by the position are:

- Achieving better outcomes for Aboriginal tenants by facilitating partnerships across human services agencies;
- Communicating with, and advocating effectively for Aboriginal tenants;
- The position holder will often operate with minimal supervision and is required to resolve problems relating to client service delivery, in consultation with the Project Manager (TSEP);
- Manage work priorities in a high-volume work environment and on occasions within very short timeframes;
- Negotiating solutions with on behalf of tenants with social housing providers;
- Assisting in enhancing data collection, evaluation and analysis functions to ensure planning is robust and resources are targeted where they are needed most;
- Assisting tenants to develop practices which contribute to improved financial management, tenancy security and wellbeing;
- Managing the stresses associated with working in a highly challenging environment;
- Offering empathy in delivering culturally safe case management services to vulnerable tenants;

DECISION MAKING

The position holder makes decisions about prioritising allocated work, ensuring timely intervention and effective administrative support.

The position holder will operate with a high level of organisational flexibility, but will consult regularly with the Project Manager (TSEP) on major and overarching issues affecting tenancy services delivery. They will also consult with other tenancy services staff.

MAJOR ACCOUNTABILITIES

The primary functions of the Community Project Officer are responsibility for:

- Providing support, advocacy and referrals through a case management approach to at risks tenants.
- Assisting the Project Manager (TSEP) with event planning, co-ordination and implementation.

- Building and maintaining relationships with various community stakeholders.
- Identifying and suggesting innovative approaches to community engagement and education.
- Attending, participating and presenting at community meetings and forums.
- Informing the team of local community issues that may impact on project implementation.
- Submitting progress reports as required and assist the Project Manager (TSEP) with external reporting.
- Participating in team meetings, training and performance management.
- Working collaboratively with partner organisations on community engagement and education activities associated with the project.
- Working with the Project Manager (TSEP) to assist with processing and implementation improvements.
- Complying with all MPSL policies and procedures including the code of conduct.
- Undertake any other lawful job instructed by the Project Manager (TSEP).
- Assisting the Project Manager (TSEP) in delivering services that meet the following goals:
 - Increased community knowledge of the Aboriginal housing sector among both tenants and service providers;
 - Increased accessibility to services for vulnerable groups who may be at risk of homelessness or living in overcrowded situations;
 - Increased awareness of support services available in community and the number of tenants engaged with support services; and
 - Increased knowledge of housing application processes and of tenant rights and responsibilities and tenant contact with WATAAS.
- Contributing to the production of quarterly newsletter and a social media campaign to create awareness of project events and support services available to tenants.
- Participating in community family fun day events within the Murdi Paaki community and providing the forum for assistance and education in relation to social housing application, tenancy obligations and engagement with human services.
- Developing and maintaining stable, productive, professional and collaborative intra-office working relationships between all staff members.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Knowledge, understanding and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with communities and staff.
- Knowledge of social housing in NSW and issues that impact tenancies in remote NSW and appropriate federal and state funded support services for tenants in remote NSW.
- Capacity to apply culturally appropriate case management practices with Aboriginal people with complex needs.
- Ability to build and maintain relationships with various community stakeholders and to work effectively in a community-based setting with a range of people in the community and workplace.
- Good written and verbal communication skills, computer proficiency and solid organisation and time management skills.
- Possess a current Working with Children and National Criminal History check or capacity to obtain these.
- Good communication, negotiation and interpersonal skills, including the capacity to developing effective relationships with a diverse range of internal and external stakeholders.
- Demonstrated problem-solving, decision-making and advocacy skills and capacity to collect relevant performance indicator data and information.
- Commitment and capacity to implement organisation wide Workplace Health & Safety and Ethical and Diversity practices in the workplace.
- Current valid unrestricted NSW Driver's licence and a willingness to drive in regional and country locations and stay overnight or longer. Travel requirements play a significant role in the ability to fulfil the requirements of this role.

Desirable Criteria

- Experience or qualifications in the provision of Case Management, support services or similar.
- Knowledge of mandatory reporting guidelines and risk of significant harm threshold.
- Australian Aboriginal and Torres Strait Islander people are encouraged to apply.