

# Position Description

## Village Manager



<b>Position Title:</b>	Together Home Project Officer	
<b>Reports To:</b>	Together Home (TH) Program Lead	
<b>Direct Reports:</b>	NIL	
<b>Hours of Work/Status:</b>	Part-time (25 hours per week) Contract to 30 June 2024, or until government program funding ceases	
<b>Modern Award Classification</b>	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 2	
<b>Position Objective:</b>	The Project Officer is responsible for supporting the provision of quality services to clients. The position plays a key role in the delivery of client satisfaction and also provides administrative support to the Together Home team, including through the development and documentation of policies, procedures and processes, and the answering of general enquiries.	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>• Together Home</li> <li>• Together Home Program Lead</li> <li>• Executive Team</li> <li>• NRH staff</li> <li>• NRH Board</li> </ul>	<ul style="list-style-type: none"> <li>• TH tenants</li> <li>• Department of Communities and Justice (DCJ)</li> <li>• Community agencies</li> <li>• Real Estate Agents</li> <li>• Other TH stakeholders</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>1. TH Administration</li> <li>2. General Office Administration Support</li> <li>3. Project Support</li> <li>4. Safe System of Work</li> </ol>	
<b>1. TH Administration</b>	<ul style="list-style-type: none"> <li>• Draft and assist in the review of program policy and procedures that allow for consistent service delivery and compliance with program requirements</li> <li>• Assist in the collaborative development and implementation of better practice standards for services</li> <li>• Implement program administration processes and procedures that support effective program monitoring, reporting and evaluation</li> <li>• Develop communication collateral to assist tenants</li> <li>• Complete correspondence as required</li> <li>• Data entry</li> </ul>	
<b>2. General Office Administration Support</b>	<ul style="list-style-type: none"> <li>• Attend and participate within team and access group meetings</li> <li>• Scan and upload documents as required</li> <li>• Record minutes for meetings</li> <li>• Maintain stationery supplies</li> </ul>	
<b>Project Support</b>	<ul style="list-style-type: none"> <li>• Support the Program Lead in the delivery of the Together Home program</li> <li>• Undertake research and analysis to support the development of key projects and the improvement of processes within the program and ensure the use of good project management practices to allow for consistent high quality outcomes</li> <li>• Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and meeting papers to manage the flow of information</li> <li>• Work with Program Lead to ensure the routine of internal and external stakeholder meetings takes place including distribution of agendas and minutes.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Support Together Home Program Lead in the Quarterly reporting process.</li> <li>• Work with finance to ensure invoices are paid and liaise with the finance team as required.</li> <li>• Work with Caseworkers to manage the High Needs Package (HNP) expenditure and update the HNP spreadsheets.</li> </ul>
<b>4. Safe System of Work</b>	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• accept personal responsibility for maintaining safe workplace and work practices;</li> <li>• understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>• undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>• work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations;</li> <li>• comply with Risk Management policies, procedures and work instructions;</li> <li>• monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents;</li> <li>• correct minor hazards where applicable; and</li> <li>• attend and actively participate in WHS and other mandatory training</li> <li>•</li> </ul>
<b>Key Behavioural Competences:</b>	<p><b>Written Communications</b> - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.</p> <p><b>Action Oriented</b> - Enjoys working hard; is action oriented and full of energy for the things that they sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p><b>Approachability</b> - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p> <p><b>Client Focus</b> - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.</p> <p><b>Priority Setting</b> - Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.</p> <p><b>Technical Learning</b> - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.</p>
Other ad hoc duties as requested by Management	
<b>I have read, understand and accept the above Position Description relating to the Position I have been appointed to:</b>	
<b>Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	
<b>Manager's Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	