

Sector Development Officer (Human Rights)

Position Information

The Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our vision is to achieve equality, opportunity, and wellbeing for every person, in every community.

QCOSS brings people together to help solve the big social issues faced by people in Queensland, building strength in number to amplify our voice. We create positive social change through our work in effective advocacy, influencing policy development, engaging, and empowering our members, the social service sector, and communities. QCOSS is part of the national network of Councils of Social Service, lending support and gaining essential insight into national and other state issues.

QCOSS is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation are recognised and celebrated.

Position Purpose:	Lead a learning and development program of work that supports Queensland's community services sector to be human rights respecting. Contribute insights and advice on the application of the <i>Human Rights Act 2019</i> to QCOSS' policy and research work.
Reports to:	Executive Director, Sector Workforce Planning and Development
Team/Unit/Location:	Brisbane (West End)
Qualifications & Experience:	Minimum of 5 years relevant professional experience to fulfil the requirements of the position. Tertiary qualifications in law or human services desirable.
Hours of Work and Term of Employment:	Full time (38 hours/week) permanent position. Consideration will be given to requests for part-time hours of 30.4 hours/week. This position provides flexible working conditions including flex and time off in lieu provisions.
Salary/Classification:	QCOSS/TSU Enterprise Bargaining Agreement 2023 Level 5 full time \$99,333 – \$103,819 (pro rata part-time) dependent on qualifications and relevant experience. Super of 12.5% in addition to salary packaging benefits apply.

Key Responsibilities

1. Develop and deliver a range of innovative programs, information and resources that build the capacity of the community service sector to deliver high quality, human rights respecting services.
2. Coordinate and deliver sector engagement activities and a program of work that supports the community services sector's capacity to understand and apply the Human Rights Act to service delivery.
3. Create new, and enhance existing, relationships and networks with key stakeholders including subject matter experts, government and the broader community services sector and stimulate cross sector collaboration and engagement.
4. Coordinate network and stakeholder groups and deliver workshops and webinars.
5. Represent QCOSS on relevant committees, meetings and forums to gain feedback on issues affecting the sector and communities, and in particular issues relating to the Human Rights Act and applying human rights respecting practice.
6. Undertake research to better understand the needs of communities and key stakeholders and provide advice and develop and implement strategies to respond to these identified needs.
7. Contribute to the design, monitoring and evaluation of sector capacity building and engagement activities.
8. Prepare a range of quality evidenced-based written reports and undertake a range of administrative functions including coordination and management of records in key internal systems including Microsoft 365 products (Sharepoint, Teams, Excel) and Dynamics Customer Relationship Management (CRM).
9. Work across teams within QCOSS to provide advice and assistance relevant to the role specifically regarding sector capacity to be human rights respecting, to contribute to overall organisational delivery of policy submissions, consultations, and project deliverables.

JUDGEMENT, REASONING & PROBLEM SOLVING:

While reporting to the Executive Director, Sector Workforce Planning and Development, you will have the scope to operate autonomously and as an effective and contributing team member. You must have the ability to think laterally, apply professional judgment to situations, demonstrate initiative and draw on your existing knowledge, skills, and experience to deliver customer focused service to both internal and external stakeholders. You will have the support of the Executive Director to problem solve outside of your scope of authority, experience, and expertise.

BEHAVIOURS:

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures and, in doing so, demonstrate our organisation values of:

- Strength
- Optimism
- Respect

QCOSS employees are expected to demonstrate awareness and respect for First Nations Peoples cultures, histories and traditions and social issues that may impact on their ability to engage and participate in programs and services.

INTERPERSONAL SKILLS/COMMUNICATION:

Your highly developed interpersonal and communication skills will be reflected in your ability to share information, respond to issues with clarity and accuracy, with the ability to confidently emphasise a position that may be contrary to commonly held perceptions and respond appropriately.

Your ability to listen to seek understanding is essential to successfully establishing internal and external relationships to enable you to engage stakeholders and deliver on the scope of work effectively and efficiently.

Selection Criteria

1. Minimum of 5 years relevant professional experience to fulfil the requirements of the position including an understanding of the Queensland community services sector. Tertiary qualifications in law and human services desirable.
2. Demonstrated understanding of the Human Rights Act (2019), including a knowledge of the role and responsibilities of functional entities.
3. High level demonstrated ability to fulfil the requirements of the position including:
 - development of products and programs that lead to building the capacity of the intended audience;
 - facilitation of meetings, webinars and workshops;
 - project management experience with the ability to deliver on agreed milestones and outcomes; and
 - contributing to the design and implementation of evaluation frameworks and methodologies.
4. High level demonstrated analytical skills with the ability to work through complex matters and critically reflect and report specifically program performance, trends, and service gaps.
5. High level effective interpersonal, presentation and stakeholder engagement skills (internal and external).
6. Demonstrated high level ability to prepare resources, reports, submissions, funding proposals, and/or training materials.
7. Commitment to social justice, QCOSS values and the role of the community services sector in Queensland.

Additional Criteria/information:

- The position may involve some out of hours work and intrastate travel