

POSITION DESCRIPTION
Sector Development Officer (Human Resources)
(Part-time fixed term)

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 is a conduit for change. We bring 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 to 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 therefore, 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 etc are recognised and celebrated.

Position Purpose:	Provide generalist human resource information and expertise to deliver a range of capacity building services and initiatives for the community service sector including development, implementation and review of HR policies and procedures, strategy, and workforce development to contribute to new and enhanced human resource management.
Reports to:	Manager, Sector Development
Team/Unit/Location:	Brisbane (West End)
Qualifications and Experience:	Tertiary qualifications in Human Resource Management, or relevant tertiary qualifications, a high-level understanding of the SCHADS Award with a minimum 5 years demonstrated generalist human resource experience to fulfil the requirements of the position.
Hours of Work and Term of Employment:	Part-time (30.4hrs/week) fixed term position concluding 28 November 2025. This position provides flexible working conditions including flex and time off in lieu provisions.
Salary/Classification:	QCOSS/TSU Enterprise Bargaining Agreement Level 5 \$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. Focused on human resource management, develop and deliver a range of projects, information, and resources that respond to the needs of the community services sector.
2. Coordinate sector engagement activities that meet program outcomes and include diverse stakeholders.
3. Create new and enhance existing relationships and networks with key stakeholders including government and the broader community services sector to stimulate cross sector collaboration, engagement and deliver on organisational outcomes.
4. Coordinate network and stakeholder groups and deliver workshops and webinars.
5. Where required, represent QCOSS on relevant committees, meetings, and forums to gain feedback on issues affecting the sector and communities.
6. Provide advice on the needs of specific communities and key stakeholders and undertake research to better understanding communities and key stakeholders and develop and implement strategies to responded to identified needs.
7. Contribute to the design, monitoring and evaluation of sector capacity building and engagement activities.

8. Plan, coordinate and contribute to projects including preparation of a project plan, defining objectives, scope, activities, milestones, budget/resource requirements, monitoring, evaluation and reporting.
9. Prepare a range of quality 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).

JUDGEMENT, REASONING & PROBLEM SOLVING:

While reporting to the Manager, Sector Development you will be expected to participate as an effective and contributing team member. You must have the ability to think laterally, apply professional judgement 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 however defer to the Manager where there is a requirement to elevate a situation outside of your scope of experience and/or knowledge or for communication issues with a sensitive nature.

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 organisational 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. Relevant qualifications and expertise to fulfil the requirements of the position including a minimum of 5 years demonstrated generalist human resource experience, a high-level understanding of the SCHADS Award, an understanding of the Queensland community services sector.
2. Demonstrated project management experience with the ability to managing competing priorities and stakeholder needs delivering on agreed milestones and outcomes.
3. Ability to develop and deliver a range of products and programs to lead to building the capacity and expertise of the intended audience.
4. Demonstrated ability to contribute to the design and implementation evaluation frameworks and methodologies.
5. Excellent and effective administration, interpersonal, communication, presentation and written communication skills, which are concise with a high level of attention to detail.
6. Strong administration and ICT experience using Microsoft 365 products and CRMs (use of a Learning Management System (LMS) would be beneficial)).
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, interstate and intrastate travel