



Position Description

Position	Sector Support and Development Officer
Employer	Blue Sky Community Services
Reports to	Executive Manager: Service Delivery and Quality
Responsible to	The Chief Executive Officer
Organisational Team	This position sits within the service delivery stream of the organisation within the sector support and development team.
Positional Context	<p>Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.</p> <p>This position supports and develops the Mid North Coast aged care service sector.</p>
Position Overview	<p>The Sector Support and Development Officer supports and develops the Mid North Coast aged care service sector.</p> <p>This position plays a pivotal role in the delivery of a range of targeted activities that build the knowledge, skills and capability of the aged care services sector to deliver high quality services, to enhance the coordination and collaboration of the service system, and to assist services to adapt to aged care reforms.</p>
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.

Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.

Organisational Competencies

Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
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Compliance	Complies with organisational policies, procedures, delegations of authority and systems.
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Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

Positional Competencies

Output and Outcome Achievement	<ul style="list-style-type: none"> - Achieves required service outcomes and outputs (as outlined separately and as varied from time to time) to a very good standard of quality to required timeframes.
Reporting Compliance	<ul style="list-style-type: none"> - Works effectively, efficiently and productively to achieve key performance indicators (as promulgated from time to time) to required timeframes including but not limited to: <ul style="list-style-type: none"> o Completes annual plans to timeframes o Provides monthly progress reports to Manager to timeframes o Provides annual report to Manger to timeframes o Drafts as need be funding reports for submission to Manager o Provides as need be reports to Line Manager as requested.
Resourcing	<ul style="list-style-type: none"> - Resources line manager with information, reports, data and other support as requested.
Practice Alignment	<ul style="list-style-type: none"> - Is cognisant of, and demonstrates the application of, relevant standards, practice guidelines and other guiding information within work performed.

Evidence-based Practice	<ul style="list-style-type: none"> - Demonstrates a sound understanding and application of the underpinning service evidence base within work performed. - Collates, analyses and reports service evaluation data. Makes and implements recommendations for improvement.
Cultural Practice	<ul style="list-style-type: none"> - Ensures services are culturally accessible, safe and appropriate for diverse populations.
Community Development	<ul style="list-style-type: none"> - Participates in community events and activities to enhance community knowledge, create community connection and to enhance service outcomes - Organises, or assists in organising, community events and activities to enhance community knowledge, create community connection and raise awareness of salient social matters - Resources communities with information and opportunities via the organisation's information sharing conduits.
Sector Support and Development	<ul style="list-style-type: none"> - Develops, maintains and utilises strong and extensive aged care/aged care services, relationships and knowledge to achieve beneficial sector outcomes - Consults with aged care/aged care services and other stakeholders to identify salient matters, needs, gaps and strengths to inform planning processes and sector development activities - Participates in a broad range of sector networking and information sharing forums to enhance sector knowledge - Organises and facilitates aged care/aged care services forums/networks to enhance information sharing and collaboration and to assist aged care/aged care services to adapt to macro change - Builds the knowledge and skills of aged care/aged care services through the delivery of targeted training workshops and other learning forums. Promotes other professional development opportunities to the sector - Resources aged care/aged care services with information, resources and opportunities via the organisation's information sharing conduits.
Budget Management	<ul style="list-style-type: none"> - Participates in budget planning within positional scope and delegation. - Lawfully and effectively expends monies to budgets to required timeframes within positional responsibility. - Complies with financial controls, delegations and authorities. - Achieves relevant non-funding income generation budget targets. - Uses monies only for the purposes they are intended and to achieve service outcomes. - Identifies, reports and redresses financial variances within positional scope. - Ensures value for money and probity in purchasing.