

Position Description	
Position	Sector Development Officer
Employer	Blue Sky Community Services
Reports to	Team Leader: Families, Young People and Communities
Responsible to	Program Manager: Families, Young People and Communities
Organisational Team	Families, Young People and Communities
Positional Context	The Sector Development Officer position is funded by the NSW Department of Communities and Justice under the Targeted Earlier Intervention Program. This position supports, resources and develops community services sectors who deliver services to children, young people, families and communities experiencing, or at risk of experiencing, vulnerability across the Mid North Coast region of NSW.
Position Overview	This position plays a pivotal role in the delivery of a range of targeted activities that build the knowledge, skills and capacities of the community services sector to deliver high quality services, to enhance the coordination and collaboration of the service system, to mobilise service system responses to salient social matters, and to assist services to adapt to change.
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.
Key Organisational Competencies	<ul style="list-style-type: none"> <li>- Organisational alignment</li> <li>- Professionalism</li> <li>- Effective working skills</li> <li>- Safety and risk management</li> <li>- Effective communication</li> <li>- Relationship management</li> <li>- Continual improvement and development</li> <li>- Knowledge and practice</li> </ul>
Positional Competencies	<ul style="list-style-type: none"> <li>- KPI achievement</li> <li>- Knowledge</li> <li>- Practice</li> <li>- Service outcome and output achievement</li> <li>- Reporting compliance</li> <li>- Resourcing</li> <li>- Practice alignment</li> <li>- Evidence-based practice</li> <li>- Cultural practice</li> <li>- Sector support and development practice</li> <li>- Budget management</li> </ul>

Organisational Competencies		
Competency Area	Competency	Competency Descriptor
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.
	Compliance	Complies with organisational policies, procedures, delegations of authority and systems.
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.
Effective Communication	Communication	Demonstrates very good verbal and non-verbal communication skills.
	Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.
Relationship Management	Internal Relationship Management	Demonstrates very good relational, interpersonal and teamwork 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	
KPI Achievement	<ul style="list-style-type: none"> <li>- Works effectively, efficiently and productively within a high-volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>- Demonstrates a very good working knowledge of the community services sector.</li> <li>- Is cognisant of, and demonstrates the application of, relevant standards, practice guidelines and other guiding information within work performed.</li> </ul>
Practice	<ul style="list-style-type: none"> <li>- Complies with positional reporting requirements to deadlines and to the expected standard of quality including, but not limited to:             <ul style="list-style-type: none"> <li>- completing annual plans to timeframes</li> <li>- providing monthly progress reports to line manager to timeframes</li> <li>- providing annual report to line manager to timeframes</li> <li>- drafting, as need be, funding reports for submission to line manager</li> <li>- providing, as need be, reports to line manager as requested</li> </ul> </li> <li>- Resources line manager with information, reports, data and other support as requested</li> <li>- Evidence-based practice:             <ul style="list-style-type: none"> <li>- Demonstrates a sound understanding and application of the underpinning service evidence base within work performed.</li> <li>- Collates, analyses and reports service evaluation data, makes and implements recommendations for improvement.</li> </ul> </li> <li>- Ensures services are culturally accessible, safe and appropriate for diverse populations.</li> <li>- Sector support and development:             <ul style="list-style-type: none"> <li>- Develops, maintains and utilises strong and extensive community service networks, relationships and knowledge, to achieve beneficial sector outcomes.</li> <li>- Consults with community 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.</li> <li>- Coordinates inter-agency activities to strengthen the capacity of organisations, and to support coordination and collaboration between services.</li> <li>- Builds the knowledge and skills of community services through the delivery of targeted training workshops and other learning forums. Promotes other professional development opportunities to the sector.</li> <li>- Resources community services with information, resources and opportunities via the organisation's information sharing conduits.</li> </ul> </li> <li>- 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.</li> </ul>