Queenslanders with Disability Network Ltd (QDN)

POSITION DESCRIPTION

POSITION TITLE: Project Support Officer

CLASSIFICATION: *Social, Community, Home Care and Disability Services Industry Award 2010* – Social and Community Services Employee, Level 4

HOURS: 38 hours per week (fixed term contract to 31 January 2023)

**TOTAL**

**REMUNERATION** Level 4 $74,179.04 - $79,810.64 per year (pro rata where applicable), plus 10% Superannuation, with available salary sacrifice option

LOCATION: Brisbane – travel as required

# ABOUT QUEENSLANDERS WITH DISABILITY NETWORK LTD (QDN)

QDN is a member based representative body of over 2000 people with disability and their supporters. Our vision is that people with disability are active and valued citizens of Queensland. Our mission is to empower people with disability to be fully included as citizens in the social and economic life of the community.

QDN’s work is centred around a strong state-wide network of people with disability across Queensland, to inform, connect, lead and influence change to deliver an inclusive Queensland community.

# QDN EXISTS TO

* promote and maintain active, vibrant local networks that inform our work and build local capacity
* enhance the leadership and influencing capability of people with a disability
* let people know about the lives of people with disability and how to best engage with us.
* influence governments and others to bring about full and equal participation, citizenship, and protection of rights for all
* grow an independently sustainable, effective, accountable, and rights-based organisation that reflects our vision, mission, values and principles

QDN is the peak body for Queenslanders with disability, runs an industry consulting practice (QDeNgage), and delivers funded projects, all aligned with QDN’s vision, mission, values, and principles.

# KEY RELATIONSHIPS AND REPORTING STRUCTURES

The Project Support Officer reports to the QDeNgage Project Lead and works across organisational projects. This position works as part of a small team where interdependencies and collaboration with colleagues, QDN members and internal and external stakeholders are critical to the successful delivery of projects, services, and activities.

# POSITION SCOPE

The appointee is accountable to work closely with the Project Lead in delivery of all aspects of projects and engagement with customers, consultants, and other external project stakeholders where applicable.

The appointee will work within the requirements of relevant legislation including the Queensland Human Rights Act, and QDN’s Quality System, demonstrate commitment to continuous improvement and contribute to internal and external auditing processes as required under ISO9001.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The Project Support Officer will be responsible for:

* Assist and support Project Leads with the delivery of engagement activities to ensure projects are delivered to align with agreed objectives and requirements
* Assist and support the delivery of pieces of work through QDeNgage and other projects including delivery of activities, carrying out duties to coordinating payments with consultants, tracking data and information and administration of the contract for pieces of work in conjunction with Project Lead and QDN accounts team
* Support effective communication and liaison with broad range of stakeholders in the work of QDeNgage and other projects including internal staff, management, customers, consultants, and other external project stakeholders,
* Assist with the preparation of project reporting mechanisms and ensure they are communicated with internal and external stakeholders as required
* Contribute to commitment to continuous improvement culture through identifying and executing appropriate change
* Contribute to growth and reputation of QDN including QDeNgage brand, identifying opportunities for business development and marketing
* Administrative duties as required, such as recording and production of agenda/minutes, managing a mailbox, booking interpreters and other project support functions as required
* Fulfil this role in accordance with QDN’s policies and procedures
* Carry out other duties as deemed reasonable and appropriate to the role as directed by the Project Lead

# KNOWLEDGE, SKILLS AND ATTRIBUTES

* The ability to build and maintain appropriate working relationships with colleagues and a broad range of external stakeholders through effective communication
* Adaptability and flexibility to manage changing priorities and requirements for work and manage competing demands in limited timeframes
* The ability to solve problems, consider risks and identify appropriate responses with leader guidance where required
* A demonstrated commitment to maintaining high standards of professionalism, working from a human rights perspective, including confidentiality, discretion, and empathy
* High level of computer literacy, especially skills across Office 365 and Dynamics 365

# KEY SELECTION CRITERIA

Applicants should address the following in their applications:

1. Demonstrated professional communication skills, both verbal and written
2. Ability to establish and maintain strong relationships with colleagues, members, funders and other key stakeholders
3. Demonstrated ability to coordinate projects in a project support role
4. Effective time management skills when dealing with competing priorities in limited timeframes
5. Work both within a team environment and autonomously as required
6. High level of computer literacy and skills across Office 365 (Teams, SharePoint, Planner, OneNote, Forms, Word, Excel, PowerPoint) and Dynamics 365
7. Ability to analyse, prepare and generate comprehensive reports/documentation in a timely manner

# REMUNERATION AND CONDITIONS

The position is for a 12-month fixed term to 31st January 2023 and is based in Brisbane.

QDN operates under the *Social, Community, Home Care and Disability Services Industry Award 2010* and the position is paid as a Social and Community Services Employee, Level 4 for a 38-hour work week. A probation period of three months applies.

# PRE-EMPLOYMENT SCREENING

The appointee must have the ability to gain a cleared National Police History Check and possess a current Queensland Driver’s Licence.

As a disability services organisation, QDN has a mandatory COVID-19 vaccination policy for staff, paid contractors, and volunteers, in compliance with the Queensland Government *Workers in a Healthcare Setting (COVID-19 Vaccination Requirements) Direction.* Evidence of vaccination will need to be provided prior to appointment.

The appointee must ensure that they hold and keep current the required registration to perform in the role (e.g., yellow, or blue card, AHPRA, driver’s licence) and advise QDN of any change in circumstances that may impact on the continuation of their registration or licence.