



POSITION VACANT

Expressions of Interest: Community Skills Support Officer

Community Action for Multicultural Society (CAMS) Program

This is an exciting opportunity for a highly motivated, community-spirited person.

Position title:	Community Skills Support Officer (CAMS) [CSSOCAMS].
Reports to:	Program Manager.
Positions supervised:	Nil.
Location:	CQUniversity, Bld 41; Room 31, Buzzacott Circle, Nth Rockhampton
Position status:	Part Time contract; based on funding, and program and individual performance.
Salary and benefits:	Social, Community Home Care and Disability Services Industry Awards 2010 [MAOOOI00] and Social and Community Services Award [ANI 50140]. Wages are commensurate with level of experience/knowledge.
Applications close:	Friday 24 November 2017, 5 pm, (17:00 hours).

ORGANISATIONAL OVERVIEW:

Central Queensland Multicultural Association Inc (CQMA) is a non-profit organization committed to promoting multiculturalism and community harmony. Our aim is for all people to have equal opportunities and be able to fully participate in all aspects of a cohesive and harmonious community. This participation is supported through a combination of advocacy, representation, social support, research, consultative activities, management processes and educational programs. CQMA members are proud of the excellent services they provide to the community.

COMMUNITY ACTION FOR MULTICULTURAL SOCIETY (CAMS) PROGRAM:

The CAMS program is government supported, and aims to build a united, harmonious and inclusive Queensland. There is a focus on delivering outcomes in social connectedness for culturally and linguistically diverse (CALD) people living in our community.

The main objectives of the program are to:

- Increase ability for CALD individuals and community groups to participate positively in their community;
- Increase public awareness of the needs and issues experienced by vulnerable CALD people in our communities; and
- Improve liveability, cohesion and inclusion in our communities.

POSITION OVERVIEW ('Real' community and individual support capabilities):

Delivering on CQMA's community, collaborative and connected vision requires a workforce that embodies the following capabilities.

Agility and openness to change:

- Connectivity, collaboration and sound judgment, and committed to ethical behaviour;
- Cultural inclusion and digital literacy.

Future-focused thinking (strategic, innovative, design and entrepreneurial):

- Leadership in strategy and resource development;
- Performance and resource management;
- High level of stakeholder engagement and partnering activities;
- Work place safety.

Competent in basic teaching strategies and methods:

- The ability to follow the stated program criteria to achieve Program Performance Outcomes (each activity's key actions, target numbers and outcomes).



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KEY ROLES AND RESPONSIBILITIES:

- Act as a positive role model in all interactions with program participants (e.g. community participants, community leaders and other stakeholders) for the purpose of advocating respect and cooperation among participants and enthusiasm for the program.
- Undertake administrative tasks that are essential to attracting participants to the program.
- Oversee inquiries and orientation processes to ensure that excellent public relations and customer service are provided.
- Create and manage recruitment plans for the purpose of maintaining the integrity of the program and ensuring a presence at activities/sessions and key events.
- Develop and maintain program data (e.g. administrative updates and data entry; preparing and maintaining accurate records) for the purpose of ensuring accurate and updated information is conveyed to the program coordinator/s, stakeholders, and the community.
- Identify resources (e.g. within allocated budget guidelines) for the purpose of supporting, delivering and sustaining the program.
- Manage the program to targeted groups (e.g. community participants, students etc.) for the purpose of ensuring that participants are served in accordance with the program activities, key actions, target numbers and outcomes.
- Provide regular formal and informal reports to the Program Manager for the purpose of presenting and disseminating information on the status of the program and its participants.
- Work collaboratively with the Program Manager in the selection of guest presenters.
- Participate in various collaborative activities to identify resources and build strong relationships to support the continual improvement of the program.
- Attend meetings and trainings for the purpose of advancing the program.
- Show a willingness to work outside of normal business hours, including evenings and weekends as negotiated.
- Ensure strict confidentiality of all CQMA and CAMS program information at all times.
- Undertake other tasks as requested by the Program Manager or their delegate.

SELECTION CRITERIA:

Your application for the Community Skills Support Officer will be assessed using the following criteria.

Essential:

1. Completion of a relevant degree with subsequent relevant work experience, or equivalent combination of relevant experience and/or education/training.
2. Strong written and verbal communication, and interpersonal and organizational skills, for effective coordination and interaction with a wide range of stakeholders.
3. Competency in teaching and support methods with an ability to develop, implement and evaluate relevant support materials to assist participants to achieve their individual learning and employment goals.
4. Demonstrated ability in digital literacy and office technology capabilities to meet the relevant administrative and contractual compliance reporting standards and meet target dates
5. Demonstrated ability to work independently, and as a part of a team, to provide excellent services and support to CAMS participants, their families and their community.

Desirable:

6. Previous experience in a group facilitation environment, and management of small educational and supportive community projects, that *'assists people to connect with people and learn through people which promotes self-confidence and resilience'*.



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OTHER RELEVANT REQUIREMENTS:

- Current unrestricted driver's license;
- Current First Aid Certificate;
- Current Blue Card (working with children);
- Federal Police Clearance;
- Travel may be required;
- Open to Australian citizens and migrants who are eligible to work in Australia.

HOW TO APPLY:

Please forward your current Resume/CV including the contact information of two referees, along with a two (2) page response to the Selection Criteria.

All applications must be received by **5pm, Friday 24th November 2017.**

Email: cqma_inc@hotmail.com

Postal: PO Box 5535, Redhill PO North Rockhampton, 4701.

In person: Central Queensland University, Building 41, Room 31, Buzzacott Circle, North Rockhampton QLD 4702 (access via the courtyard).

FURTHER INFORMATION:

Please contact the Program Manager, Dawn Hay ph. 0438751974 or email cqma_inc@hotmail.com.

We encourage all applicants to familiarise themselves with the following resources:

- CQMA's website: <http://cqma.org.au/>
- CQMA Facebook page: <https://www.facebook.com/CQMAInc/>