

JOB DESCRIPTION

POSITION:	PROJECT CO-ORDINATOR - LIVED EXPERIENCE
SALARY:	Shelter WA Enterprise Bargaining Agreement (2012): Level 5-6 according to qualifications and experience.
EMPLOYMENT:	This is a 3-year contract position. Employment conditions are in accordance with the Shelter WA Enterprise Bargaining Agreement 2012. The terms of the EBA are not incorporated into the common law contract.
RESPONSIBLE TO:	The position will work with limited direction from the Head of Policy and Sector Development and in partnership with the Lived Experience Project Advisory Committee.

ABOUT SHELTER WA

Shelter WA is the independent peak body for social and affordable housing and ending homelessness in Western Australia. Shelter WA is an Incorporated Association with a constitution and governance executed through an elected Board. Our vision is that all people living in Western Australia have housing that enables them to thrive. Our strategic priorities are to champion the development of an effective housing system by bringing all parts of the housing system together to drive and deliver positive housing outcomes for all people. We do this by understanding housing and homelessness issues through research and consultation, building sector capacity through working groups, developing resources, and driving advocacy through evidence-based policy positions. We work in collaboration with our members, the not-for-profit housing and community services sectors, local, State and Commonwealth governments, industry bodies, business, and research institutions to drive legislative, policy and practice change to meet Western Australia's social and affordable housing needs.

ABOUT THE PROJECT

Shelter WA has received support from the Sisters of St John of God (SSJG) to support people with lived experience of homelessness and housing insecurity to engage with government, the community sector and the broader community and to inform and participate in housing and homeless policy and advocacy. The project aims to build the capacity and to support people with lived experience through a number of identified projects. The key activities of this project are:

1. Establishment of a Lived Experience Peer Education Support Program
2. Up skilling presenters and rolling out the Lived Experience Engagement and Co-Design Toolkit through sector workshops
3. Establishing A Lived Experience Speakers Bureau
4. Supporting the co-design and established a Lived Experience Advisory Council of people who have experienced homelessness.
5. Supporting the development of a Lived Experience Immersive Tour
6. Supporting the establishment of Phase 2 of the Street to Street community arts project

The outcomes sought from this project are:

- A more responsive services system and homeless and housing policy and programs that better meet the needs of service users
- Reduced community and media stigmatization of people who are homeless as a result of direct engagement with people with lived experience of homelessness.
- More skilled and client focused services through engagement with service users. The foundation for ongoing collaboration between service users and providers in the design and delivery of housing provision and services.
- Greater employment opportunities for people with lived experience of homelessness
- A suitably skilled and supported articulate and accessible pool of people who have experienced homelessness or housing vulnerability who can effectively participate in consultation and co-design processes with government and the community sector

IMPORTANT QUALITIES FOR THIS ROLE

This role requires a person who is passionate about empowering people with lived experience of homelessness and housing insecurity to use their knowledge and expertise to participate and engage in systemic policy and advocacy issues. This person will have a proven track record in project management to drive the delivery of successful outcomes, on-time and within budget, and be able to work under limited direction. This person is empathetic, patient, tactful and diplomatic, and respectful of diversity - and trauma informed with the ability to work collaboratively with a diverse range of people to deliver the outcomes sought. They have a proven ability to collaborate with people of lived experience, and an ability to facilitate the voice of people with lived experience of homelessness and housing insecurity to WA Shelter and relevant partners. This person understands governance processes, how to work with an advisory group and to utilize codesign processes to deliver outcomes. This person will be an active listener and a great communicator. They are a good researcher and can write to a very high standard, delivering high quality project reports to Shelter WA, stakeholders and the funding body.

ABOUT THE ROLE

The role is responsible for delivering the Lived Experience Project in collaboration with key partners, and supported by a Project Advisory Group, in line with the funding agreement with the Sisters of St John of God. This role will work together and in partnership with people with lived experience, with guidance from a project advisory group, to achieve the outcomes required from the funding.

KEY DUTIES

The key duties and objectives of this position are outlined below.

Project duties

- Delivery of the Lived Experience project, including managing project planning, timelines and overall implementation working in partnership and together with a lived experience advisory group.
- Management of the project budget and project evaluation in line with the SSJG grant.
- Development and management of contracts and contractors
- Preparation of project reports and acquittal documents in line with SSJG reporting requirements.
- Management of the development of project deliverables including
 - Establishment of a Lived Experience Peer Education Support Program
 - Up skilling presenters and rolling out the Lived Experience Engagement and Co-Design Toolkit through sector workshops
 - Establishing A Lived Experience Speakers Bureau
 - Supporting the co-design and established a Lived Experience Advisory Council of people who have experienced homelessness.
 - Supporting the development of a Lived Experience Immersive Tour
 - Supporting the establishment of Phase 2 of Street to Street
- Facilitation of project meetings and workshops.
- Management of Lived Experience Advisory Group
- Support for the Project Officer

Other duties

- Undertake other duties as required.

RESPONSIBILITIES

Project responsibilities

- Ensure all project activities adhere to SSJG grant requirements
- Ensure project reporting and acquittal documents are prepared and submitted on time.

Generic Responsibilities

- Ensure that conduct is at all times professional, in accordance with Board expectations and Shelter WA values.
- Abide by relevant professional ethics and Shelter WA policy and practice.
- Contribute to our organizational culture which focuses on outcomes, excellence, curiosity, accountability, inclusivity, respect, care and connections.
- Maintain a sensitivity toward and awareness of diversity and act accordingly.
- Comply with all Health, Safety and Environmental procedures.

COMPETENCIES

- Project management skills including budget management, project reporting, time management and task prioritization skills.
- Ability to maintain meaningful and effective relationships and work collaboratively with diverse stakeholders, including people with lived experience of homelessness and housing insecurity.
- Demonstrated ability to undertake research, and critically analyze and synthesize information.
- Demonstrated ability to execute and manage contracts to a successful outcome.
- Demonstrated ability to apply for grants to support projects.
- Excellent written, oral and interpersonal communication skills.
- Initiative, judgement and problem-solving skills.
- Ability to work in a small team environment.

SELECTION CRITERIA

Essential

- 1 Qualifications in a relevant discipline.
- 2 Demonstrated understanding of current housing and homelessness policy.
- 3 Demonstrated project management skills including project development, task prioritisation, budget management, reporting, and project delivery.
- 4 Contract management skills.
- 5 Grant writing skills
- 6 Excellent written communication skills, including report writing and document preparation.
- 7 Strong verbal communication and interpersonal skills, including the ability to respectfully facilitate meetings, workshops and stakeholder engagement processes.
- 8 Understanding of, and experience using, co-design approaches.
- 9 Demonstrated experience working to a Board, Steering Committee or Advisory Group and supporting their governance requirements.
- 10 Proven ability to collaborate with people of lived experience and an ability to facilitate the voice of people with lived experience of homelessness and housing insecurity to WA Shelter and relevant partners.
- 11 An ability to work independently with limited supervision.
- 12 Understanding of trauma informed practice.
- 13 National Police Clearance.
- 14 Working with Children Check

Desirable

- 1 Lived experience of housing insecurity or homelessness, and far enough in a recovery journey to undertake this role.

Other

- 1 An ability to support and operate within Shelter WA's vision and values.
- 2 Outcome focussed and positive can-do attitude