

JOB DESCRIPTION

POSITION:	Project Officer – Lived Experience Engagement
SALARY:	Shelter WA Enterprise Bargaining Agreement (2012): Level 3-4 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 to the Project Co-ordinator - Lived Experience

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 the engagement of 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 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
- An 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 is empathetic, patient, tactful and diplomatic, respectful of diversity, and works within a trauma informed approach. This person will have a proven track record in working collaboratively with people to facilitate their participation in systemic advocacy processes. 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 Shelter WA and relevant partners. They enjoy engaging and can facilitate workshops and meetings. This person understands governance processes, and what is needed to support members of advisory groups to work well together to deliver agreed outcomes. This person will be an active listener and a great communicator and is able to write project reports. They are a great team player, with a focus on being responsible and accountable to deliver the work needed for successful outcomes.

ABOUT THE ROLE

The role is responsible for facilitating and supporting the input of people with lived experience in 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 in partnership with people with lived experience to achieve the outcomes required from the funding.

KEY DUTIES

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

- Facilitate the input and engagement of people with lived experience in this project
- Be the first point of contact for people with lived experience who are involved in this project and provide support for them to participate and be engaged in a positive way to deliver the project outcomes

- Facilitate discussion, provide advice and support the collaborative implementation of appropriate governance processes and structures to enable the good functioning of project advisory committees and co-design processes.
- Facilitation of project meetings and workshops.
- Support of co-design processes
- Provide support for funding and grant applications.
- Support to the Project Co-ordinator and contractors engaged to ensure that engagement with people with lived experience is undertaken well.

Other duties

- Undertake other duties as required.

RESPONSIBILITIES

Lived Experience Engagement and Support

- Ensure appropriate support structures are in place to facilitate the positive engagement of people with lived experience on this project.

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 organisational 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

- 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 put structures and processes in place to support good engagement with people with lived experience into the project.
- Demonstrated ability to undertake research, and critically analyze and synthesize information.
- 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 and practice of trauma informed approaches to stakeholder engagement
- 3 Understanding of contemporary engagement processes and techniques including co-design processes
- 4 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.
- 5 Demonstrated experience working with a Steering Committee or Advisory Group and the governance requirements needed to support groups succeed.
- 6 Good written communication skills, including report writing and document preparation.
- 7 Excellent verbal communication and interpersonal skills, including the ability to respectfully facilitate meetings, workshops and stakeholder engagement processes.
- 8 National Police Clearance.
- 9 Working with Children Check

Desirable

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

Other

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