

POSITION DESCRIPTION

Position Title	Capacity Building Coordinator	Number	CRN-S-002
Reporting to	Executive Officer		
Remuneration	Grade 5 plus super		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Working Hours	Part time 24 hours per week (subject to renewable funding)		
Working Checks	WWC & Police Clearance		
Position Approved by	Board	Date	5 Oct 2018

ORGANISATION OVERVIEW

Established in 1981, Community Resource Network (CRN) Inc is a sub-regional peak body; a community development organisation for Blacktown, The Hills and the surrounding local government areas (LGAs).

CRN is a registered Incorporated Association in New South Wales & charitable organisation registered with the Australian Charities and Not for Profit Commission (ACNC), operating under a Constitution.

WHAT CRN DOES

Community Resource Network (CRN) builds capacity in non-government organisations (NGO's), voluntary groups and relevant private or for purpose enterprises; working within the human services system in outer Western Sydney.

The principal purpose of CRN is to work with organisations that work in the Western Sydney area to directly alleviate poverty and distress suffered by economically and socially disadvantaged communities. CRN aims to achieve this purpose by:

- Building the capacity of service providers to work together on issues affecting disadvantaged communities
- Enhancing the level of engagement of vulnerable and disadvantaged communities
- Strengthening the voices of disadvantaged communities by representing their views
- Providing information and resources on community projects, programs and networks assisting disadvantaged communities and vulnerable groups

CRN exists to build the capacity of local community and service providers by:

- Empowering voices
- Providing leadership and direction
- Promoting and supporting evidence and strengths-based practice, and
- Building collaborations and partnerships between groups and services

Our customers are organisations that support communities in the Blacktown LGA, the Hills LGA and surrounding areas.

Our clients are people to whom we deliver services ourselves (for example training, seminars) or those we have working relationships on consultations and collaborations.

Our consumers are members of the community who need the services of providers in the area, which may be NGOs, government departments or businesses that deliver human services (GPs, Dental, housing, aged care etc).

POSITION SCOPE

CRN is seeking a Capacity Building Officer responsible for undertaking a range of activities that build capacity in the human services sector serving the community in Blacktown, The Hills and surrounding LGA's.

This position is permanent (subject to ongoing funding), for three days, with opportunity to expand to five days in accordance with projects secured by CRN through alternative funding sources. This position may be responsible for supervising and delivering of smaller ad hoc projects

Activities focus on improving collaborative practices, partnership development and innovative projects that address the capacity deficit and viability issues experienced, particularly, by the smallest and most marginal or emerging organisations working in the area.

Keeping up to date with policy and issues affecting the community and therefore the sector. Capacity building of organisations assists them in the work that they do in delivering services to socially disadvantaged or marginalised communities.

This position suits an out-going, self-starter who is motivated to work in a learning environment where their curiosity and creativity will be well rewarded with skill-development opportunities. Candidates must have excellent communications skills, a strong customer service focus, good understanding of databases, information management practices and superior administrative abilities.

Experience and knowledge in the NGO, human services system, community associations with an understanding of community development practices is essential.

POSITION OBJECTIVES

CRN

- Deliver on the CRN Strategic Plan and funding deliverables
- Research and related activities to build CRN's knowledge-base and intelligence of issues relevant to our customers, consumers in comparison to good-practice or evidence from across the world.
- Liaise with CRN communications to expand on awareness of capacity building activities to the sector. Operational responsibilities to facilitate the smooth functioning and compliance.

Capacity Building

- Strengthen the human services system in Western Sydney based with effective capacity building using contemporary methodology.
- Design and implement strategies that assist the human services system in Blacktown, The Hills and surrounding LGAs to respond to developments and issues in their communities. focus on building capacity of individual services, their staff, volunteers and communities.

Service Connections and Collaborations

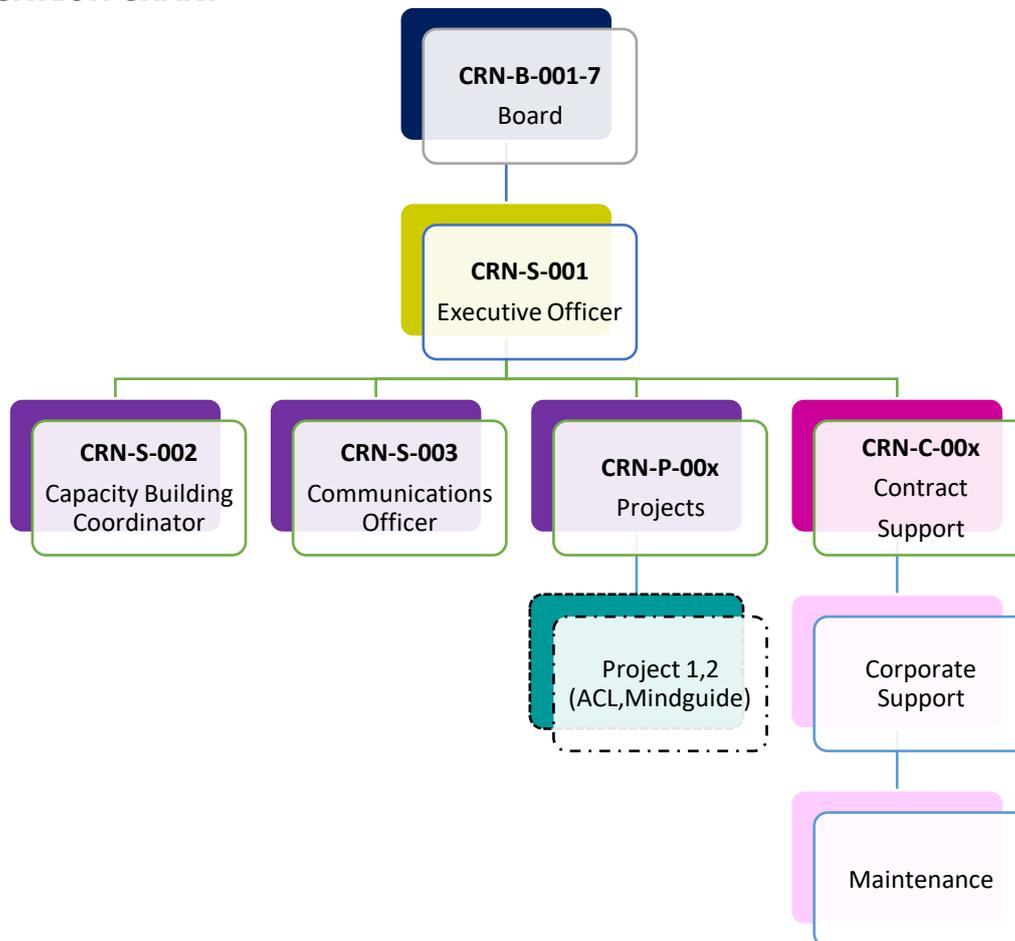
- Manage the Blacktown Combined Interagency auspiced by CRN.
- Build collaborations with and between CRN, non-government human service providers, private sector interests and all levels of government agencies.
- Facilitate a better-connected and resourced human services sector, with responsibility for convening and resourcing current networking and information-sharing activities such as Interagencies and forums.

- Explore and develop and new ways of connecting individual agencies to each other in the cause of improved service delivery for clients and outcomes for communities.

Accountability

- Manage activities that focus on improving the accountability of human services providers to their communities, to funding agencies and each other.
- Improve governance practices through an understanding and observation of the operational-governance divide in small community-based NGO's.

ORGANISATION CHART



RELATIONSHIPS

1. *Reports to:* Executive Officer & Board
2. *Direct Reports:* Project officer for individual projects within scope of Capacity Building.
3. *Internal:* Finance, Communications & Corporate Support
4. *External:* Members, community, service providers, contractors & suppliers

CO will develop productive and collegial working relationships with CRN staff, students and volunteers and participate in organisational meetings, the annual general meeting, and other organisational training and meeting days and events, as requested.

VALUES AND WORK PRACTICES

- Respecting Team members, CRN's customers and the organisation's credibility.
- Building relationships on a foundation of trust.
- Learning from what we do and sharing these opportunities to grow with each other and our customers.
- Making a difference by the strength of our commitment, the quality of our work and the effectiveness of our collaborative work practices.
- Setting an example and motivating others.
- Contributing to positive social change by identifying opportunities for improved practice in the services we work with and by designing innovative responses to problems.
- Maintaining a safe, harassment-free workplace.
- Recognising diversity and social inclusion practices.

RESPONSIBILITIES:

Develop and implement a two-year Capacity Building Plan which includes:

- Implementing Community Resource Network's Strategic Plan, with CRN staff and relevant stakeholders to identify appropriate strategies for achieving corporate objectives.
- Build and maintain effective relationships with CRN's stakeholders, including small NGO's operating in Blacktown, The Hills and surrounding LGA's. This includes all elements of the service delivery system - the private sector, agencies across all levels of government (including funders), elected representatives and their staff.
- Maintain CRN's 'watching brief' on public policy developments relevant to its target communities and service outcomes and drive the organisation's advocacy agenda by active contributions to the 'critical debate' around these issues. Participating in submission writing, lobbying, participating in policy discussion forums and representing CRN and its membership in a public capacity.
- Undertake project management responsibilities consistent with achievement of organisational objectives, including design, implementation, management and evaluation of CRN's projects.
- Ensure compliance with legislative, industrial and organisational policy within the scope of the position.
- Project administration of tasks associated with capacity building activities, including work plan design, implementation and evaluation.
- Undertake other relevant tasks as required, including administrative tasks as appropriate to the role and in support of staff absences.

QUALIFICATIONS

- A relevant tertiary qualification in social sciences, management or business development.
- A minimum three years' experience in a relevant role or a 'for purpose' environment.

APPLICATION PROCESS

Please respond with the following:

- Cover Letter
- Response to the Selection Criteria: Applications must address all the selection criteria, demonstrating how they meet each element. This should total no more than 2 pages.
- Resume: no more than 3 pages outlining your qualifications and experience relevant to this position.

SELECTION CRITERIA

Essential

Sector Skills & Knowledge

- A sound understanding of the human services system and issues confronting not-for-profit service providers within that system. Demonstrated understanding of social issues in Western Sydney and commitment to social justice
- Demonstrated understanding of public policy development processes and reforms across government and ability to analyse, respond and advocate.

Strategy & Innovation

- Demonstrated ability to research, analyse data, produce gap analysis and make recommendations on diverse range of social land community issues with good project management skills. (eg: social needs, local government planning, community needs, organisational capacity of NGOs etc.)
- Demonstrated experience or knowledge of program planning, implementation & evaluation.
- Demonstrated understanding of strategic planning process from the organisation to government policy making. Some relevant experience will be preferred.

Networking & Communications

- Demonstrated high-level facilitation skills, relationship building and relationship management skills, with the ability to engage diverse stakeholders in innovative responses to identified issues
- Excellent spoken, written, cross cultural communication and consultation skills

And

- Drivers' license and use of own comprehensively insured vehicle during working hours
- Relevant tertiary qualification in social sciences or related fields

Desirable skills:

- Understanding of the geographic areas that CRN works in, the demographic as well as the social issues.
- Accomplished skills in office software packages, including Microsoft Office packages, social media protocols or ability to quickly acquire relevant skills.