

Position Description

Position title	Project Officer - The Diversity Project
Reporting Line	Chief Executive Officer
Employment Status	Full-time contract
Hours of Work	38 hours
Salary / Rate	General Staff Level 5 Educational Services (Post-Secondary Education) Award 2010
Service Area	Community
Commencement Date	asap
End Date	16 August 2019

1 Cedar Centre Profile

CEDAR Centre is a community based education centre that has been providing accredited training, community education and access to a variety of learning and meeting environments for over 40 years.

Previously known as Toowoomba Education Centre, CEDAR Centre offers a range of qualifications as a Registered Training Provider (No. 5987) from Certificate II through to Diploma level qualifications in Aged Care, Disability, Early Childhood, Education Support, Community Services, Mental Health, Business Administration, Foundation Skills, and Hospitality.

We specialise in collaborative partnerships designed to assist our diverse community members to achieve their goals and maintain sustainable and meaningful interactions through education, employment and community engagement.

Our new premises, in the former Butter Factory in Brook Street, Toowoomba, provide welcoming spaces that support us to achieve our mission.

1.1 Vision Statement

Our vision is to create a learning community that is empowered, sustainable and compassionate.

1.2 Mission Statement

Our mission is to facilitate and support a culture of ongoing learning and evolution of ideas. We do this by providing practical tools and solutions in education, sustainable practices, and positive and meaningful community interaction.

2 Services

2.1 Community

As an intrinsic part of our vision, we encourage and support the positive social mobility of our community through education, design, research, and a commitment to sustainable practices. We engage with the broader community to fulfil our mission of providing meaningful community interaction by working in partnership with other organisations to identify gaps and find solutions to address needs in the community.

CEDAR Community seeks to build on its social and cultural involvement by encouraging collaboration within our community networks through the Engaging Communities for Learning project funded by the Queensland Government. Another example is the Community Hub, which is facilitated by a dedicated coordinator with experience in the community and volunteering sectors and is "staffed" by students who participate in the hub as well as in the broader community. Through involvement in the Community Hub, students undertake industry training, receive induction into volunteering practices, are mentored by experienced supervisors, and coordinated by community professionals. These students also coordinate community events and activities for CEDAR Centre.

2.2 Training

CEDAR Training offers a range of courses designed to assist students of all ages reach their full potential.

CEDAR Centre offers qualifications from Certificate II through to Diploma that allow students entry into careers such as Aged Care, Disability Support, Community Service, Education Support, Early Childhood Education, Business Administration, Mental Health and Hospitality. We also offer qualifications or units of competency in Foundation Skills to provide further assistance to students requiring additional support.

Training is offered through a range of different programs including:

- User Choice Traineeships and Apprenticeships (State Government Funded)
- Certificate 3 Guarantee (State Government Funded)
- Higher Level Skills Program (State Government Funded)
- Fee-for-service
- Skilling Queenslanders for Work (State Government Funded)

3 Project Overview – The Diversity Project

This Skilling Queenslanders for Work project is proudly funded by the Queensland Government.

Through the community's understanding of others and by celebrating the richness of vibrancy of our cultural and ethnic heritages that resonate in the Toowoomba community, the Diversity Project will help promote learning and knowledge in support of peace, friendships and acceptance while contributing to the social infrastructure of the region.

The trainees on this program will support the work of the TIMS long term sustainability. TIMS relies solely on volunteers from the Toowoomba community, many of whom have been volunteering for a long time. The activities undertaken by TIMS contributes to the social fabric of Toowoomba as well as an economic impact through the Toowoomba Languages and Cultures Festival, being the third biggest festival in Toowoomba's year.

However, with the increase refugee and migrant community in Toowoomba, there is also a need for increased awareness of the contribution that these people give to our community. Presently, many of these people are unemployed and facing significant barriers to employment. This project will provide employment pathways for 20 individuals.

One of the project aims is to provide assistance to individuals who wish to start up their own business or become self-employed.

There are also other projects that the fatigued group of volunteers have not been able to provide. This includes cultural events, workshops, and documentary production. A major activity that will be worked on is the Toowoomba Languages and Cultural Festival and Job Assist events. The project will also look at other opportunities to be engaged in the community, establish social enterprises and link with future employers.

In summary, this project will

- provide long-term sustainability of a valuable community organisation and major community event
- promote cultural discovery and inclusion through increased range of cultural activities
- create more job opportunities
- strive towards an increasingly inclusive multicultural society, that honours, and makes place for the contributions from all cultures of the people of the region
- engage with the community through initiating and participating in social, cultural and educational activities
- create an avenue to establish multicultural businesses and social enterprises

4 Position Responsibilities

The Project Officer will require a broad range of skills and experience to adequately support the identified cohort of trainees, work with various organisations, coordinate community activities, supervise staff, plan and implement projects and provide strong administrative guidance. The person will need to have a positive attitude, be adaptable and have a willingness to learn from trainees, other agencies and peers.

The Project Officer will supervise two intakes of 10 Business Administration Trainees at a time. The person will be required to work closely with Toowoomba International and Multicultural Services and other agencies.

Engagement with the wider community is required to support trainees into employment at the end of their traineeship. This requires assistance with job seeking activities and with engage with future employers. The Project Officer must undertake monthly reports and monitor progress of the project against agreed milestones.

Trainees will engage in a range of activities. The range of activities will be shared so that all experience the variety of work in an administration role. Trainees will have access to the full range of equipment and resources including computers, photocopiers, phones, tablets and a range of software programs.

The trainees will be working in a fully functional administration office undertaking the full range of administrative tasks. They will also be involved with planning, setting up, packing up, wrap up and evaluation duties associated with the Toowoomba Languages and Cultures Festival and other events in the community.

The Project Officer will undertake, mentor and supervise trainees undertaking the following activities (for example):

- Prepare spreadsheets, databases, mail merges
- Developing fliers and brochures
- Preparing volunteer packs for festival
- Undertaking evaluations
- Ordering goods
- Developing manuals and how to guides for festival volunteers
- Research social enterprise ideas
- Reception duties Provide support for TIMS clients requiring assistance in starting own enterprises or social enterprises
- Developing fliers and brochures
- Developing Facebook and networking activities for TIMS
- Emails
- Organise workshops and cultural celebrations
- Establish directory of Cultural businesses in Toowoomba and surrounds
- Publishing newsletters and preparing promotional materials for our programmes
- Assist with organising workshops
- Organise cultural concerts and celebrations
- Organise fundraisers for the community causes/charities
- Organise cultural workshops
- Organise story telling nights
- Assist catering groups through ordering supplies
- Discuss social enterprise initiatives
- Provide community groups support in developing these skills and capacity building
- Establish procedures and how to's for future events

5 Key Performance Indicators

The Project Officer will prepare and/or present:

- **TO BE NEGOTIATED**
- Timely submission of data and reports on a monthly basis
- Engagement or establishment of activities, events, initiatives
- Increase linkages to employment networks and employers
- Participation in community consultation meetings
- Contribute to team goals and continuous improvement of the Centre by fostering continuous improvement ethos, and attendance and participation at meetings
- Promotion of the values and objectives of the organisation
- Monitoring and meeting of project KPIs

6 Skills

The Project Officer will require a broad range of skills and experience to adequately support the identified cohort of trainees, work with various organisations, coordinate community activities, supervise staff, plan and implement projects and provide strong administrative guidance.

- Diploma or higher level qualification in community development, social work, events management, business administration or adult education or significant experience in relevant roles
- Understanding of employability skills and social support agencies to assist trainees gain employment
- Understanding of the refugee and migrant community in Toowoomba.
- Demonstrated knowledge and experience in community engagement, partnership building and community liaison.
- High level written and oral communication skills including computer skills
- Ability to provide mentoring and support to staff engaged in administration traineeships in a multicultural environment.
- Ability to work independently and in a team in situations of work pressure.
- Be creative, find innovative solutions, motivate others and think on your feet.

**This position is considered child-related employment and will require a Working with Children Background Check and a National Criminal Record Check.*

Additional requirements-

- On-the-job training experience
- Ability to work with people who have various presenting needs requiring additional supports
- High level of administration skills including IT, establishment of systems, development of resources
- Ability to think quickly and take control of situations
- A wide range of communication strategies
- Creativity and adaptability
- Ability to learn things quickly
- Not too proud to ask for help or seek advice
- Highly motivated, with the ability to motivate staff and drive performance
- Ability to use own initiative and exercise judgment in matters for which there are no established procedures
- Problem solving including negotiation skills
- High standard of personal presentation
- Driver's Licence

7 Stakeholder Relationships

Reports to CEO of CEDAR Centre and TIMS President

Internal

The Project Officer reports directly to the CEO, working in consultation with and maintains strong relationships with the Community Coordinator and other staff.

The position is responsible for the supervision on 10 Business Administration trainees. Trainees are employed in two intakes of 20 weeks throughout the project year.

External

Relationships are maintained with the TIMS, Department of Education and Training, other State and Federal Government departments as well as relevant stakeholder agencies and community organisations.

This position will also work in coordination with partner organisations including CEDAR Community programs.

8 Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- CEDAR centre policies/procedures and protocols
- Privacy Act
- Equal Employment Opportunity Act
- Work, Health and Safety Act
- Government/Industry Codes of Conduct

Position Description Acceptance

Name	Position	Sign	Date
Anna Nicholls	Chief Executive Officer		