



POSITION DESCRIPTION

Position Title:	Project Manager - Mareeba Connected Beginnings (MCB)
Classification Level:	Above Award
Date Effective:	July 2021

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation is an Aboriginal Community Controlled Health Service providing comprehensive primary health care and family support services that respond holistically to the physical, cultural, and social/emotional wellbeing needs of Aboriginal and Torres Strait Islander communities on the Atherton Tablelands in far north Queensland. Generally Mulungu staff work in either the Health Services Team or the Family Services Team, in offices located in Mareeba, Atherton and Kuranda, and report to Team Leaders as directed.

The objective of the Mareeba Connected Beginnings (MCB) Project is to implement the Collective Impact model of systemic change to improve Aboriginal and Torres Strait Islander children's social, emotional and cognitive readiness for school. To facilitate this the MCB Project Team is based in a stand-alone office outside of Mulungu's general operational environment, reporting directly to the CEO, particularly to reinforce the perception that the Team operates independently, without judgement or bias.

See brief description of the MCB Project and its background, and the Collective Impact theoretical framework in which the MCB Project is embedded, attached with this position description.

2. Purpose of the Position

- Lead the MCB Team to implement the Collective Impact model for systemic change in relation to Mareeba Aboriginal and Torres Strait Islander children, from conception to age 5.
- Build trust in the Mareeba Aboriginal and Torres Strait Islander community by listening carefully to establish and regularly update the community's shared vision for their children, from conception to 5 years of age, acknowledging the dynamic nature of community and community views.
- Work with service providers to parents/families/caregivers of Mareeba Aboriginal and Torres Strait Islander children from conception to 5 years of age to map current service provision and interagency communication and referral processes.

- Establish, support and facilitate the operation of a MCB Community Reference Group that includes local Aboriginal and Torres Strait Islander Elders and young leaders and is focused on maintaining awareness of community aspirations for their children and monitoring family and service provider efforts to assist with achieving these aspirations.
- Establish, support and facilitate the operation of a MCB Service Provider Reference Group to focus on cross-sector information sharing, collaborative service provision and the development of a local model for integrated service delivery, including agreement about how success will be measured and reported.
- Publically display (in multimedia story formats, eg, video and audio recordings, slideshow presentations, paper presentations fixed to walls) the Mareeba community's shared vision and the service provider map in the Mareeba Connected Beginnings Community Hub, continually inviting community members and service providers to visit, view and discuss, where possible recording these views and discussions as they contribute to updating of the shared vision.
- Work with the two MCB Reference Groups to develop and implement agreed Activity Plans to achieve MCB Project objectives, with the first MCB Activity Plan due within 3 to 6 months of commencement.

3. Scope of the Position

Planning and scheduling:

- Define and prioritise tasks and develop detailed MCB Project Management Plans to guide and track progress
- Create and update project documentation to support planning, including key performance indicators, risk assessments and risk management plans for all MCB Project activities

Stakeholder engagement and leadership:

- Engage with MCB Project stakeholders and facilitate two MCB Reference Groups to reach agreement about Activity Plans to achieve MCB Project objectives
- Manage MCB Project expectations with internal and external stakeholders and establish Partnership Agreements as appropriate
- Mentor and supervise MCB Team members
- Conduct/source workshops and training to enable collaborative action across a diverse range of stakeholders

Project monitoring, evaluation and reporting:

- Monitor MCB Project performance in accordance with KPIs, MCB Project Management Plans and MCB Activity Plans established by MCB reference groups
- Regular reporting to MCB Project stakeholders, Mulungu CEO & Commonwealth Dept of Education, Skills and Employment (DESE)

4. Primary Duties and Responsibilities

Project Tasks

- Create and maintain/update MCB Project documentation as specified (note that a draft MCB Project Management Plan for the first 3 to 6 months is provided).
- Lead and support the MCB Team to complete actions specified in MCB Project Management and Activity Plans, and to ensure all actions are consistent with the Collective Impact framework of operation.
- Maintain regular communication with Ninti One (Connected Beginnings community partner) tasked with supporting the development of Connected Beginnings projects.
- Maintain liaison, from the beginning and throughout the project, with the Principal of Mareeba State School (major partner in the MCB Project) and St Thomas' Catholic School – ensuring regular project updates are provided and feedback is sought and maintaining school representation on the MCB service provider reference group.
- Maintain liaison with CEOs/Managers of all maternal, early childhood and family support services working with Mareeba Indigenous families.
- Maintain liaison with Mulungu Data Officer to establish and maintain appropriate data collection and sharing software.
- Source and implement Collective Impact and workforce training in how to approach integrated service delivery/how to collaborate effectively for all participating organisations – assisted by Ninti One and the Connected Beginnings Community of Practice.
- Lead and support the MCB Project Team to design and implement four Mareeba Connected Beginnings Family Celebration Days per year – in collaboration with the two MCB Reference Groups.
- Oversee community and stakeholder engagement, and the establishment and maintenance of the Mareeba Connected Beginnings Community Hub.

Reporting

- Monthly reports to Mulungu CEO on activities, achievements and challenges.
- Reports to Mulungu Legal Compliance and WHS Officers as required.
- MCB Project annual report for inclusion in Mulungu Annual Report document.
- Reports as required by the funding body (DESE), at 6 monthly intervals.
- Reports to external parties as required in the best interest of the MCB Project.

Leadership

- Model the skills required to implement the Collective Impact model for systemic change and lead the MCB Team to develop these skills – particularly in relation to listening without judgement, accurately paraphrasing what the speaker has said and reflecting it back to them for confirmation – and continuing to do so until the speaker agrees that they have been heard correctly.

- Lead the MCB Project community – via the MCB Service Provider and Community Reference Groups – to understand and embrace the Collective Impact model of operation.
- Model and lead MCB Team and the MCB Service Provider Reference Group in self-reflective professional practice enabling continuous evaluation and improvement processes.

Quality Improvement

- Facilitate/implement, monitor and evaluate continuous quality improvement processes and reviews in accordance with Mulungu's Quality System policies and procedures.
- Maintain and monitor professional conduct in the workplace, adhering to Mulungu policies and procedures, including but not limited to Human Resources Management, Workplace Health & Safety and Anti-Discrimination as applied in the work environment.
- Practise regular review and reflection to ensure the MCB Project remains consistent with the Collective Impact framework of operation.
- Participate in ongoing professional and performance development processes via performance appraisals (for self and for MCB Team members).

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Degree or certificate in social sciences, community development or relevant field.

2. Experience

- Human services program and/or project management experience.
- Experience in community development/capacity building with Aboriginal and Torres Strait Islander communities.
- Experience in design and development of valid and reliable community surveys and surveying tools, ensuring quality data (eg, transcripts of interviews) are anonymised.
- Experience coaching and mentoring staff.

3. Skills, Knowledge and Ability

- Demonstrated knowledge and understanding of the Collective Impact model of systemic change.
- Demonstrated knowledge and understanding of Asset Based Community Development theory and practice – seeking to build on community relationships, strengths and assets rather than focusing solely on deficits and problems.
- High level listening skills: ability to accurately paraphrase what someone has said, without judgement, and reflect it back to them for confirmation – and to continue doing so until the speaker agrees that they have been heard correctly.

- High level communication skills, particularly ability to help people to see the big picture and its complexity (eg, the overall system of support for children from conception to age 5) as well as the details of who does what, when, for whom.
- High level negotiation skills, including:
 - ◇ confidence to ask tough questions;
 - ◇ competence to frame issues in a way that presents opportunities as well as difficulties;
 - ◇ skill to apply pressure to stakeholders without overwhelming and/or alienating them; and
 - ◇ strength to mediate conflict among stakeholders.
- Adaptive leadership skills:
 - ◇ anticipation and resilience – ability to anticipate and face opportunities, challenges, trends and needs that were unheard of yesterday;
 - ◇ articulation of these opportunities/challenges/trends/needs to build collective understanding and support for action; and
 - ◇ adaptation so that there is continuous learning and adjustment of shared visions and action plans as appropriate.
- Demonstrated ability to gain the confidence of all Mareeba Aboriginal and Torres Strait Islander community members so that they feel sufficiently safe and empowered to speak their truth – requiring high level understanding of the importance of confidentiality and guarantee of anonymity.
- Demonstrated understanding of accountability processes, including maximum transparency in decision making and openness to challenges and feedback.
- Demonstrated knowledge and understanding of Australian Early Development Census data, particularly as a tool for measuring pre and post intervention performance.
- Strong, professional written and verbal communication skills

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must have or be able to obtain a Queensland Working with Children Blue Card.
- Must be willing to undergo an Australian Federal Police check.