

INDUSTRY RESPONSE PROJECT LEAD Position Description — November 2024

Position Title:	Industry Response Project Lead
Location:	Hobart, Tasmania
Award:	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
Classification:	Level 7.1
Salary Package:	TasCOSS Staff Wages Policy
Conditions:	0.8 FTE (30.4 hours per week), fixed-term contract until February 2026
Remuneration:	\$100,343 + 11.5% superannuation
Responsible to:	Director Community Services Development
Responsible for:	Leading the community services response to the Commission of Inquiry and the industry sustainability reform agenda

Position Summary:

The Industry Response Project Lead will lead a small team in response to engagement and activities coordinated by the Tasmanian Government as part of the [Commission of Inquiry into the Tasmanian Government's Response to Child Sexual Abuse in Institutional Settings](#) Industry Response Project. The team will facilitate support for community services organisations to be child-safe and ensure the rights, safety and wellbeing of children, young people and adults accessing their services.

The Industry Response Project Lead will coordinate responses from TasCOSS and the industry in relation to proposed reforms, along with any additional support needed for community organisations to respond to legislative and policy reform. The project will also have a focus on community services industry sustainability and support.

The Industry Response Project Lead will work closely with the government and the community services industry to identify issues relating to forthcoming changes and commitments from the Commission of Inquiry recommendations, and to prepare community members and organisations for how these changes can take place in a way that is supported, evidence-based and safe. This includes a focus on community services sustainability, including funding reform and the development of an outcomes framework.

This role requires strong communication and negotiation skills, along with a deep understanding of community services' needs and government policy. The goal is to align industry needs with public policy to drive sustainable development, create collaborative partnerships, and ensure long-term community service sustainability.

The role is based in Hobart with a statewide remit. Some intra/inter-state travel and occasional out-of-hours work may also be required.

Key Responsibilities and Competencies:

1. Program Leadership and Strategy Development

- a. Design and implement long-term strategies aimed at improving service delivery, workforce capacity and operational standards across the industry.
- b. Monitor and analyse emerging trends, policies and regulations within the industry. Adapt program strategies to ensure alignment with government priorities, industry needs and community expectations.
- c. Identify opportunities for innovation within the industry, promoting new approaches that drive quality outcomes.

2. Stakeholder Engagement and Collaboration

- a. Build and maintain relationships with key stakeholders, including TasCOSS Members, government agencies, industry associations, training bodies, service providers and community groups, to promote collaboration and share best practices.
- b. Represent TasCOSS at industry forums, conferences and with relevant government bodies to advocate for identified priorities.
- c. Establish and manage partnerships with key stakeholders to improve capacity and capability.

3. Workforce Development and Training

- a. Lead initiatives to build a skilled and competent workforce that meets evolving needs. This includes identifying skills gaps, designing training and professional development programs, and ensuring these programs align with the project focus.
- b. Develop and champion capacity-building initiatives that enhance the capabilities of the relevant workforce, particularly in areas of leadership, service delivery and compliance with industry standards.

4. Program Implementation and Quality Assurance

- a. Oversee the implementation of program initiatives, ensuring they are delivered on time, within budget and with measurable impact.
- b. Promote a culture of continuous improvement within the industry. Use feedback and performance data to refine and enhance the program.

5. Policy Development and Advocacy

- a. Advocate for policies that support industry growth and sustainability, including lobbying for better funding, improved regulations or systemic reforms. Work with government and other stakeholders to shape policy directions.
- b. Lead industry-wide advocacy initiatives, addressing key challenges such as workforce shortages, funding or regulatory change. Represent TasCOSS in policy discussions, ensuring the interests of the industry are well-represented.

6. Financial and Budget Management

- a. Manage program budgets, ensuring that resources are allocated efficiently and programs are cost-effective. Oversee financial reporting and ensure adherence to financial policies.
- b. Identify and pursue new funding opportunities, grants or external support that will help expand the scope and impact of TasCOSS programs.

7. Data Analysis and Reporting

- a. Collect, analyse and report on key metrics to evaluate the impact of TasCOSS programs. Use data to assess progress toward program goals and to make recommendations for adjustments.
- b. Prepare regular reports for senior management, funding bodies and other stakeholders to communicate the outcomes of activities, including progress against objectives, challenges and recommendations.

8. Risk Management and Compliance

- a. Identify potential risks to the success of program initiatives, including financial risks, regulatory changes or workforce challenges. Develop strategies to mitigate these risks.
- b. Ensure that all industry development activities comply with national, state and local regulations, as well as internal policies and procedures.

Selection Criteria:

Essential

1. Advanced tertiary qualifications in a relevant field or extensive senior management experience within the community services industry.
2. Demonstrated commitment to the principles of social justice, diversity, equity, inclusion and an understanding of the drivers of poverty, disadvantage and social exclusion.
3. Comprehensive understanding of the community services industry, including emerging trends, regulatory frameworks and best practices, along with the ability to drive innovation and continuous improvement.
4. Proven ability to lead and manage teams effectively, including fostering a positive organisational culture, mentoring staff and promoting professional development.
5. Exceptional communication and interpersonal skills, with the ability to build and maintain effective relationships with a wide range of stakeholders, including government agencies, funding bodies, industry and community groups.
6. Strong financial acumen and experience in budget development, financial oversight and resource allocation within a complex funding environment.
7. Ability to advocate effectively for issues at a high-level, including influencing policy development and participating in industry forums.
8. Strong analytical skills and the ability to make informed decisions under pressure, solve complex problems and manage risk effectively.

Desirable

1. Extensive understanding of the context surrounding the Commission of Inquiry, its findings and recommendations, the Tasmanian Government's response, and implications for the community services industry.
2. Considerable understanding of the community services industry, including key issues relating to funding, governance, workforce, and consumer-directed models of service.
3. A current Tasmanian driver's licence.

Authorised by:

Lucinda Szczypior, Acting Chief Executive Officer, TasCOSS

13 November 2024