

## **TasCOSS's Vision is of one Tasmania, free of poverty and inequality where everyone has the same opportunity.**

Established in 1961, TasCOSS's Mission is twofold:

- To act as the peak body for the community services industry in Tasmania; and
- To challenge and change the systems, behaviours and attitudes that create poverty, inequality and exclusion.

We work with integrity and compassion to amplify the voices of Tasmanians, and we name up bold, brave leadership when we see it.

### **Our Values:**

- *Integrity*— we say what we mean, and we do what we say.
- *Compassion*— we listen, we don't judge or make assumptions.
- *Influence*— we use our influence to make change for good.

### **Our culture:**

TasCOSS promotes freedom of expression and open communication when interacting with each other and with our stakeholders. Our environment aims to foster an inclusive, honest, kind, open and empathic culture, which aligns to the TasCOSS Values and our Guiding Principles of Practice. These principles include positive approaches to:

- Diversity and inclusion;
- Organisational culture;
- Efficient and contemporary practice;
- A healthy workplace;
- A collaborative approach; and
- Quality practice.

### **Our role:**

- *Convenor*— facilitator, collaborator, builder of collective power.
- *Influencer*— thought-leader, challenger of orthodoxy/power dynamics.

### **How do we make a difference?**

TasCOSS represents the interests of our members and their service users to government, regulators, the media and the public. Through our advocacy and policy development, we draw attention to the causes of poverty and disadvantage, and promote the adoption of effective solutions to address these issues.

As the peak body for the community services industry in the state, our diverse and valued member organisations are central to our work. Our membership includes individuals and organisations active in the provision of community services to Tasmanians on low incomes or living in vulnerable circumstances. [Read TasCOSS's Strategic Plan \(2021-26\).](#)

## FindHelpTAS PROJECT COORDINATOR Position Description — July 2025

<i>Location:</i>	Hobart, Tasmania
<i>Award:</i>	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
<i>Salary Package:</i>	Level 6, plus TasCOSS Staff Wages Policy (\$96,028 per annum + 12% superannuation)
<i>Conditions:</i>	Part-time, 0.8 FTE (30.4 hours per week)  Fixed-term contract until 30 June 2026, may be extended subject to funding
<i>Responsible to:</i>	Industry & Impact Lead
<i>Responsible for:</i>	Maintenance of the FindHelpTAS community service website, data analysis, project management, administration and marketing

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### Summary of Position Purpose:

The FindHelpTAS Project Coordinator is responsible for the strategic leadership, project management, administration, marketing and maintenance of the [FindHelpTAS community service directory](#) project.

FindHelpTAS is Tasmania's most trusted and comprehensive online directory of community services, connecting thousands of Tasmanians each year to over 900 services from 562 providers. It plays a critical role in helping people access support when and where they need it, preventing escalation into crisis and easing pressure on our acute and emergency services.

The FindHelpTAS Project Coordinator will fulfil a key role in:

- Maintaining and enhancing a quality dataset;
- Ensuring the FindHelpTAS website is accessible and user-friendly;
- Leading marketing and awareness raising initiatives; and
- Building strong, productive relationships with stakeholders, including partner organisations, website listing organisations and funders.

Some intra/interstate travel and occasional out-of-hours work may be required.

### Key Responsibilities & Competencies:

#### 1. Stakeholder Engagement & Communication

- Build and maintain strong working relationships with internal and external stakeholders, including government agencies, TasCOSS Members, service providers and service users.
- Represent the interests of TasCOSS Members or the industry effectively, advocating for their needs in decision-making processes.
- Contribute to TasCOSS strategic priorities, including campaigns and initiatives that strengthen the sustainability and capacity of the community services industry.
- Facilitate training and support for project participants, key stakeholders or project end users, as required.

## 2. Project Management & Representation

- Lead high quality project management practices, including planning, budgeting, reporting, risk management and acquittals of funded work.
- Represent TasCOSS publicly, including at industry events, conferences and training opportunities, to raise the profile and impact of the project.
- Ensure that all project activities comply with relevant laws, regulations and industry standards.
- Identify areas for improvement in project processes and contribute to the development of improvement strategies.

## 3. Data Analysis & Evaluation

- Collect and analyse data related to project performance, outcomes and other relevant metrics.
- Lead or contribute to the evaluation of project effectiveness, using feedback and data to make improvements during projects and for future projects.
- Prepare and present evaluation reports to management, funders and other stakeholders, providing clear insights and recommendations.

## 4. Ethical & Professional Standards

- Adhere to ethical guidelines regarding the confidentiality and privacy of stakeholders.
- Demonstrate a high level of integrity and professionalism in all aspects of the role.
- Demonstrate a commitment to social justice and equity in all project activities, ensuring inclusivity and equal access for all stakeholders.

## 5. Industry Knowledge & Best Practice

- Maintain up-to-date knowledge of trends, policies and best practices within the relevant service areas.
- Engage in ongoing professional development to enhance skills and knowledge in project management, leadership and the specific area of service delivery.

## 6. Innovation & Problem-Solving

- Demonstrate innovative thinking when solving complex project challenges, coming up with new approaches or solutions to meet goals.
- Use critical thinking and problem-solving skills to address challenges and obstacles that arise during the project lifecycle.

### Competencies:

TasCOSS employees are expected to work within and positively advance the Mission and Values of TasCOSS. Core competencies include:

- **Collaborative approach:** Communicate clearly and respectfully, listen with empathy and share critical information to support teamwork.
- **Diverse and inclusive:** Engage respectfully and non-judgementally with all people, uphold organisational values and support inclusive team practices.
- **Efficient and contemporary:** Lead and support projects, processes and practices, while providing expert advice to improve effectiveness.
- **Healthy workplace:** Maintain wellbeing through self-care, informed decision-making, and adhere to policies, procedures and workplace safety.

### Selection Criteria:

#### *Essential*

1. Proven experience managing digital platforms or online services, including maintaining quality datasets, user experience design, accessibility compliance and analytics tracking.
2. Demonstrated ability to develop and implement strategic marketing and communication plans to grow engagement, promote services and build brand awareness across diverse audiences.
3. A strong understanding of the Tasmanian community services landscape, including how digital access to service information and delivery can support equity, early intervention and crisis prevention.
4. Strategic thinking and project management skills, with a proven ability to develop and implement specific strategies and initiatives.
5. Excellent communication and interpersonal skills with the ability to engage effectively with diverse groups, including internal and external stakeholders, as well as advocate effectively and represent TasCOSS in relevant forums.

#### **Authorised by:**

Adrienne Picone, Chief Executive Officer, TasCOSS

2 July 2025