

**ROLE PROFILE**
**Profile Number/Version 1** \_\_\_\_\_

**UnitingCare Wesley Bowden**
**A: ROLE DETAILS**

<b>Role Title:</b>	Project Officer	<b>Reporting to:</b>	Manager, Quality & Business Improvement
<b>Division/Program:</b>	Corporate Services	<b>Location:</b>	Bowden Office primarily but may work from other locations as required
<b>Award/Level:</b>	SCHCDS Level 4	<b>Date/approval:</b>	6/09/2021

**B: ROLE PURPOSE**

The Project Officer is a member of the Quality & Business Improvement team and is responsible for undertaking a variety of project tasks to support quality and successful project outcomes, including improvements to service delivery and business development activities.

This role is expected to:

- Support managers and other staff in their quality, risk and compliance management activities.
- Support the achievement of efficient and effective project coordination across all areas of the organisation.
- Act and behave with integrity and in accordance with the organisation's code of conduct and values.

Primary responsibilities:

- Provide high level project support that leads to improved service delivery and business development opportunities.
- Contribute to the development and implementation of the organisation's monitoring and evaluation framework.
- Undertake activities that support the organisation's quality management system and policy framework.

As with all staff the Project Officer will be required to work in a manner that is consistent with UCWB's:

- Aspiration, Purpose and Values
- Our Frameworks
- Work, health and safety requirements
- Child safe environments
- Inclusive practices as it relates to persons with disability and those who come from culturally diverse backgrounds.
- Policies and procedures

A current SA driver's licence is a requirement of the position.

C: ROLE ACCOUNTABILITIES	D: KEY PERFORMANCE INDICATORS
<p><b>1. Provide high level project support that leads to improved service delivery and business development opportunities.</b></p>	<ol style="list-style-type: none"> <li>1. Assigned project tasks are undertaken within agreed timeframes and to the expected standard.</li> <li>2. Project reporting is prepared and collated as required.</li> <li>3. Thorough data analysis and research in areas of best practice, compliance and legislative responsibilities are undertaken to ensure a sound evidence base informs project development.</li> <li>4. Internal and external stakeholder relationships are effectively managed as evidenced by feedback.</li> <li>5. Subject matter experts are consulted to ensure appropriate and high quality input.</li> <li>6. Supports project sponsor in the monitoring of project outcomes and milestones and stakeholders are followed up as required.</li> <li>7. Outcome Frameworks are developed to measure project success and achievement of intended outcomes.</li> <li>8. Stakeholder feedback indicates satisfaction with project support.</li> </ol>
<p><b>2. Contribute to the development and implementation of the organisation's monitoring and evaluation framework.</b></p>	<ol style="list-style-type: none"> <li>1. An evaluation framework is developed, maintained, promoted, understood and used by all relevant stakeholders.</li> <li>2. Reports and data are compiled and analysed, with recommendations prepared as required. Reports demonstrate a clear understanding and interpretation of data.</li> </ol>
<p><b>3. Undertake activities that support the organisation's quality management system and policy framework.</b></p>	<ol style="list-style-type: none"> <li>1. Assistance is provided in the application of the quality management system, Policy Framework and associated procedures as required.</li> <li>2. Supports internal and external audit activity as required.</li> <li>3. Contributes to the development and review of policies and procedures as required.</li> </ol>

## E: SKILLS AND EXPERIENCE

Relevant tertiary qualifications (or equivalent experience) in relevant discipline, with demonstrable experience in and knowledge of project management methodologies, analytical report writing and research methods. Previous experience in a role with a focus on quality, risk or compliance with demonstrated ability to build effective stakeholder relationships.

### Customer Focus

- Determines the needs of customers by listening and questioning, offering achievable options
- Follows through on customer enquiries promptly

- Prioritises tasks that impact on the customer
- Resolves customer questions and complaints within agreed timeframes

### **Demonstrates Initiative**

- Initiates action and takes responsibility without waiting to be asked
- Anticipates opportunities and obstacles to achieve own goals, negotiates and implements solutions
- Volunteers to help and shares knowledge and ideas
- Enquires about processes and/or tasks and suggests ideas for improvement
- Looks for win-win solutions to problems

### **Communication**

- Uses the most appropriate form of communication, according to purpose and the audience
- Actively listens and consults with others to build a collaborative and inclusive team
- Communicates concisely whilst adopting an appropriate level of detail
- Provides full, relevant and timely responses to questions'

### **Leading Self**

- Manages emotions and reactions, remaining calm during stressful or pressured situations and behaving in a way that is sensitive to others
- Reprioritises workload to incorporate additional demands and new information without difficulty
- Approaches unexpected obstacles and deals with setbacks in a positive way
- Diplomatically handles challenging or tense interpersonal situations

## **F: ACCEPTANCE**

I understand this Role Profile is a description of the duties and responsibilities assigned to the position that I occupy:

Employee's Signature:

Date: