

Community Relations Officers x 2

Position Location Brisbane

Employment Type Full-time, Fixed Term Contract – 24 Months

Salary - \$70,246.25 - \$80,573.13 (negotiable based on skills and experience), plus superannuation

It is a genuine occupational requirement under Section 25 of the Anti-Discrimination Act (Qld) 1991 for the successful candidate to be an Indigenous person.

Queensland South Native Title Services Limited (QSNTS) is now seeking two experienced and motivated Community Relations Officers to join our team in our Brisbane CBD office.

About Us

QSNTS is a Native Title Service Provider funded by the Federal Government to assist Traditional Owners in the pursuit of their native title aspirations by providing a comprehensive range of statutory services under the *Native Title Act 1993* (Cth) ('Native Title Act').

About the Role

The purpose of this role is to develop and maintain effective relationships between QSNTS and the Indigenous community to ensure the best possible advocacy and outcomes for claimants and Prescribed Bodies Corporate (PBCs).

In this rewarding role, you will:

- Be the central coordinator of Client Management plans to achieve outcomes across the full range of services QSNTS provides;
 - Contribute to the development of claim management plans by identifying social or cultural factors that may affect QSNTS's work with the group, and advise on the best ways to address these;
 - Project manage a multi-disciplinary team to provide a range of services to support capacity building for PBCs;
 - Facilitate inter- and intra-Indigenous group dispute resolution as required;
 - Develop and facilitate capacity development workshops to clients, in order to protect and advance native title interests;
 - Identify capability gaps in client groups, particularly where a group is transitioning to a PBC, and recommend ways to address this gap.
 - Plan for, and Chair as appropriate, meetings with Traditional Owners to ensure the appropriate information is available to claim groups throughout a claim process;
 - Support the currency of the QSNTS client contact information database by gathering and maintaining client contact information.
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About you

The successful applicant will possess the following qualifications and professional experience:

- It is a genuine occupational requirement under Section 25 of the Anti-Discrimination Act (Qld) 1991 for the successful candidate to be an Indigenous person.
- Knowledge of current Indigenous issues in contemporary society and a commitment to the principles of advocacy and self-determination for Aboriginal and Torres Strait Islander People.
- Demonstrated ability to liaise with a variety of stakeholders in a professional and proactive manner;
- Previous project management experience;
- Demonstrated knowledge of ethics of collaborative conflict resolution including: neutrality, confidentiality, objectivity, respect for differences, and honesty;
- Written and oral communication skills of a high professional standard;
- Experience in researching and preparing grant funding applications;
- Ability to work in a high pressure environment while managing competing priorities;
- A track record of working effectively both autonomously and in a team environment;
- Intermediate proficiency across the Microsoft Office suite;
- Previous experience using a record management systems;
- Ability to undertake regular travel through Queensland; and
- A current open C class driver's licence.

QSNTS employees enjoy a host of generous employment conditions, including 17.5% leave loading and attractive salary sacrificing options

A detailed position description is available on the careers page of the QSNTS website (www.qsnts.com.au/careers), and applicants seeking further information are encouraged to contact the QSNTS Human Resources Manager on (07) 3224 1200.

To apply for this position, please submit a cover letter no greater than two (2) pages outlining your suitability in reference to the characteristics listed in the 'About you' section above, together with your Curriculum Vitae, to humanresources@qsnts.com.au. **Applications close 5:00 pm, 24 September 2019.**

Position title:	Community Relations Officer (Indigenous identified position)
Unit:	Implementation and Management Division
Employment type:	Full time, 24 month fixed-term contract
Industrial instrument:	QSNTS Enterprise Agreement 2017 - 2019
Salary:	QSNTS 6
Reports to:	Chief Operating Officer
Location:	Brisbane

Queensland South Native Title Services (QSNTS) is the native title service provider for the southern half of Queensland. QSNTS is a company limited by guarantee, funded under s.203FE of the *Native Title Act 1993* (Cth) to carry out the functions of a representative body. For further information, please visit <http://www.qsnts.com.au> or contact Cath Gracey, Human Resources Manager, on (07) 3224 1200.

1. Purpose

Foster effective relationships and quality communication between QSNTS's service delivery teams and Traditional Owners to ensure the best possible advocacy and outcomes for claimants and Prescribed Bodies Corporate (PBCs).

2. Key Responsibilities

1. Work as a member of a multidisciplinary team to provide facilitation and services to native title claimants, in accordance with s.203 of the *Native Title Act 1993* (Cth):
 - a) Contribute to the development of claim management plans by identifying social or cultural factors that may affect QSNTS's work with the group, and advise on the best ways to address these.
 - b) Incorporate capacity development initiatives into the overall project plan of the claim group.
 - c) Provide regular updates to the service delivery team on claim-related activity, progress and identified risks.
 - d) Share information with fellow service delivery team members as appropriate to facilitate smooth handling of the case.
2. Develop and maintain strong relationships with clients and external organisations to support QSNTS's vision of Indigenous self determination:
 - a) Monitor community activities and identify where these may affect the performance of QSNTS's operations.
 - b) Facilitate inter- and intra-Indigenous group dispute resolution as required.
 - c) Support the currency of the QSNTS client contact information database by gathering and maintaining client contact information.
3. Plan for, and Chair as appropriate, meetings with Traditional Owners to ensure the appropriate information is available to claim groups throughout a claim process:
 - a) Assist Traditional Owners with requests, questions or appropriate advice before, during and after meetings.

- b) Chair meetings as appropriate, including providing a welcome and housekeeping address and introduction of key people and speakers.
- c) Identify capability gaps in client groups, particularly where a group is transitioning to a PBC, and recommend ways to address this gap.
- d) Develop and facilitate capacity development workshops to clients, in order to protect and advance native title interests.
- e) Support claim groups in better decision-making and information dissemination through steering committees and other networks.
- f) Report progress in service delivery team meetings on a regular basis.

3. Behavioural and Technical Competencies

Essential

- 1. To develop and maintain effective relationships between QSNTS and the Indigenous community, it is a genuine occupational requirement under Section 25 of the Anti-Discrimination Act (Qld) 1991 for the successful candidate to be an Indigenous person.
- 2. Demonstrated Collaborative, Accountable, Courageous, Flexible and Resilient ways of working as per the Foundation proficiency level of the QSNTS Behavioural capability framework (attached).
- 3. Ability to consider the context for native title claim groups per the Core proficiency level of the QSNTS Community Relations technical capability framework (attached).
- 4. Knowledge of current Indigenous issues in contemporary society and a commitment to the principles of advocacy and self-determination for Aboriginal and Torres Strait Islander People
- 5. Ability to facilitate communication and provide information for claim groups per the Core proficiency level of the QSNTS Community Relations technical capability framework (attached).
- 6. Ability to understand the Foundation proficiency level of the QSNTS Legal technical capability framework in relation to PBC Support, specifically, Knowledge of and application of PBC Governance and Develops capacity of PBC Group (attached).
- 7. Ability to manage records per Foundation level of proficiency of the QSNTS Records Management capability framework (attached).
- 8. Able and willing to undertake regular travel throughout Queensland.
- 9. A current open driver's licence.

4. Conditions of Employment

Co-opting arrangements

QSNTS needs to employ organisational arrangements which allow us to cater for the changing needs of our clients. The Implementation and Management Unit focuses on work associated with design, implementation and management of Prescribed Bodies Corporate. The unit will need to draw on the expertise of roles across the organisation. As such, each position within QSNTS includes the responsibility to perform duties within the Implementation and Management Unit when required. Duties will be at level and will be in alignment with the knowledge and skills necessary for their primary role.

Additional requirements

It is a condition of employment with QSNTS that you:

- Work in a safe manner and not put yourself or others at risk of injury or illness;
- Are committed to privacy and confidentiality; and
- Follow instruction, and act in accordance with QSNTS policy and procedures.

5. Technical Competencies

Ability to consider the context for native title claim groups: Core proficiency level

<p>Cultural knowledge and understanding <i>Works effectively within the cultural context of the group through appropriate communication and understanding.</i></p>	<ul style="list-style-type: none"> ◦ Understand intra-group dynamics. ◦ Applies cultural protocols appropriately and advises the claim management team on their use. ◦ Community engagement skills - 'Know people, create a connection'. ◦ Plans and delivers claims-related interactions with consideration for Indigenous ways of working. ◦ Applies layman's language when describing technical issues.
<p>Strategic alignment <i>Understands the vision and goals of the organisation, and makes decisions with these in mind.</i></p>	<ul style="list-style-type: none"> ◦ Understands how own performance is linked with higher-level goals of the organisation. ◦ Considers wider context when making decisions. ◦ Establishes and prioritises critical and non-critical goals and manages them appropriately.
<p>Native title claims <i>Acts as intermediary between claim groups and legal/ research professionals to aid progress of native title claims.</i></p>	<ul style="list-style-type: none"> ◦ Understand basics of the <i>Native Title Act</i> and can apply to general situations. ◦ Understand basic anthropological / genealogy principles. ◦ Understand legal processes and requirements related to native title processes. ◦ Aware of other Acts related to Native Title (i.e. Future Acts, Cultural Heritage) and how these are related to the <i>Native Title Act</i> and processes.

Ability to facilitate communication and provide information for claim groups: Core proficiency level

<p>Conflict resolution <i>Uses interpersonal skills to resolve a disagreement between parties.</i></p>	<ul style="list-style-type: none"> ◦ Can identify potential points of conflict in general situations. ◦ Encourages calm dialogue between others. ◦ Listens to differing points of view and promotes mutual understanding. ◦ Refocuses the attention of individuals in conflict on mutual goals. ◦ Identifies potential opportunities for compromise or mutual understanding between conflicting parties. ◦ Demonstrates knowledge of ethics of collaborative conflict resolution including: neutrality, confidentiality, objectivity, respect for differences, and honesty.
<p>Planning and coordination <i>Anticipates claim process, field trips and meeting requirements and plans accordingly.</i></p>	<ul style="list-style-type: none"> ◦ Can develop a schedule of key milestones for a claim. ◦ Understands the essential steps in planning a meeting. ◦ Identifies correct attendees for a meeting. ◦ Can identify and manage risks related to events and field trips.

Effective Client Communication	<ul style="list-style-type: none"> ◦ Chairs a meeting with confidence. ◦ Use discipline specific language to communicate to a specific audience verbally and in writing ◦ Applies layman's language when describing technical issues ◦ Effectively communicates to stakeholders through written correspondence ◦ Takes initiative to collaborate within QSNTS to solve issues ◦ Can draft a message to suit an audience ◦ Plans and writes speaker notes and materials
Development of funding and grant applications	<ul style="list-style-type: none"> ◦ Demonstrates competency in applying for grants and funding ◦ Sources and applies relevant research and data to support grants process
Knowledge of and application of PBC Governance	<ul style="list-style-type: none"> ◦ Demonstrates basic understanding of financial terms and functions ◦ Demonstrates basic understanding of PBC Regulations
Develops capacity of PBC Group	<ul style="list-style-type: none"> ◦ Awareness of skills and capacity required for successful a PBC.

Records management: Foundation proficiency level

HPRM skills	<ul style="list-style-type: none"> ◦ Has a basic understanding of HPRM functionality and guidelines. ◦ Can use HPRM to find required documents.
MS Office skills	<ul style="list-style-type: none"> ◦ Uses existing templates to prepare standard Word documents. ◦ Uses Outlook to send and receive emails and manage own calendar. ◦ Uses existing spread sheets in Excel.
Understand document and record retention requirements, policies and procedures	<ul style="list-style-type: none"> ◦ Records documents and information appropriately, according to policies and procedures.

6. Behavioural Competencies

Collaborative, Accountable, Courageous, Flexible and Resilient: Foundation proficiency level

<p>Collaborative</p>	<ul style="list-style-type: none"> ◦ Approaches interactions with a constructive attitude, honesty and transparency. ◦ Maintains supportive and constructive relationships by responding to internal and external client's needs, completing tasks and addressing requirements on time. ◦ Demonstrates basic interpersonal awareness; is aware of own impact and puts oneself 'in others' shoes' to consider different perspectives. ◦ Works as a supportive and co-operative team member, shares information and acknowledges others' efforts. ◦ Steps in to help others when workload is high for them. ◦ Respects different viewpoints by listening to others. ◦ Is willing to negotiate and compromise.
<p>Courageous</p>	<ul style="list-style-type: none"> ◦ Supports, is open to and receptive of, new ideas and approaches to work proposed by others. ◦ Puts forward own opinion and raises challenging issues. ◦ Learns from previous attempts or experiences. ◦ Participates in, and contributes to, ideas and brainstorming sessions; builds on others' perspectives. ◦ Weighs new ideas against true non-negotiables, rather than 'the way it's always been'. ◦ Tests ideas with colleagues and supervisors, confident to suggest ideas that might seem radical. ◦ Maintains energy and focus on successfully delivering new approaches.

<p>Accountable</p>	<ul style="list-style-type: none"> ◦ Takes responsibility for own actions. ◦ Prioritises work in order of importance; focuses on tasks that are the most important. ◦ Manages daily tasks and workload, using available resources (e.g. lists, Outlook, diary). ◦ Gets started on tasks within area of responsibility or when provided with requests from others. ◦ Monitors progress of required tasks, keeps others informed of progress and raises awareness if tasks are finished early or if there is a risk of tasks not being completed on time. ◦ Persists with assigned tasks until they are completed to expectations and follows through on commitments. ◦ Identifies options for ways to complete work despite challenges, takes these options to supervisor for confirmation of preferred option. ◦ Takes responsibility for the quality of own work with awareness of the standards to which the work needs to adhere. ◦ Takes responsibility for the appropriate treatment and safeguarding of work assets and property. ◦ Follows safe work practices and takes reasonable care of own and others health and safety.
<p>Flexible</p>	<ul style="list-style-type: none"> ◦ Shows openness and acceptance of change. ◦ Remains calm and positive when faced with changes, last minute requests or unforeseen requirements. ◦ Willingly attempts new tasks when required with the support of a supervisor or manager. ◦ Refocuses attention to respond to changes and shifting priorities when required. ◦ Seeks to understand ambiguous and uncertain situations; gathers information to get clarity. ◦ Maintains momentum through challenges and setbacks; stays focused even when changes don't go to plan. ◦ Has basic understanding of QSNTS's future vision and makes an effort to understand how current changes will contribute to this.
<p>Resilient</p>	<ul style="list-style-type: none"> ◦ When faced with a setback, is prepared to try again. ◦ Maintains energy and willingly invests extra effort when required. ◦ Bounces back after setbacks. ◦ Stays calm in challenging situations. ◦ Considers what could be done differently next time, if the first approach didn't achieve the outcome. ◦ Acknowledges that ideas may not come to fruition and is not discouraged by this. ◦ Persists with assigned tasks until they are complete (checking in with others along the way to ensure the work is on track).