

## Western Australian Council of Social Service Inc

### Program Manager – Community Service Energy Efficiency Program

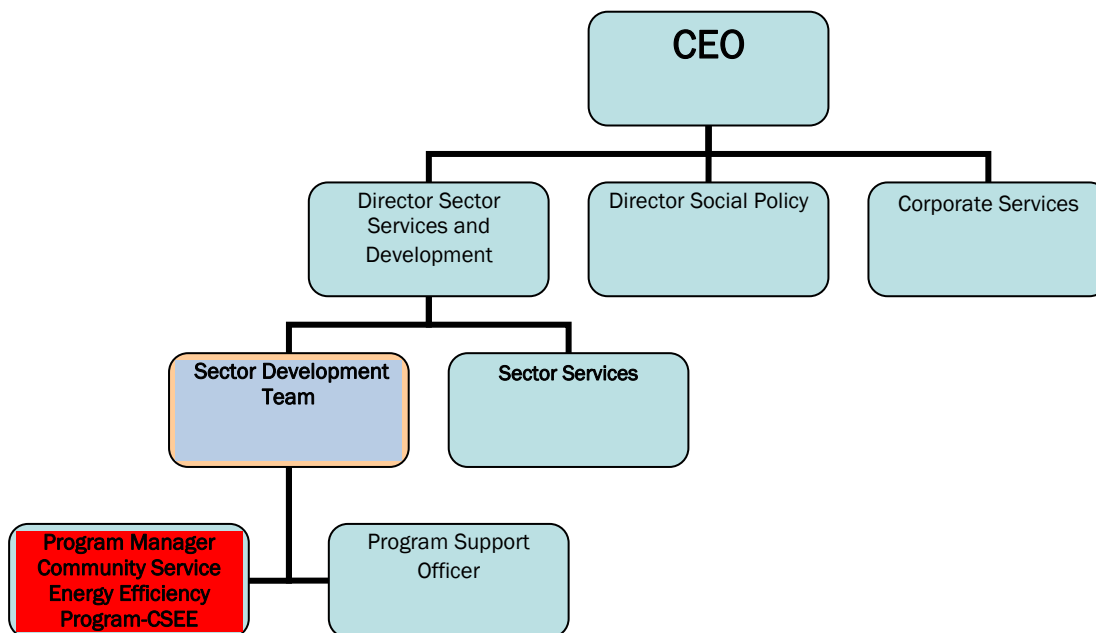
#### WACOSS

The Western Australian Council of Social Service Inc (WACOSS) is the peak council of community service organisations and individuals in Western Australia. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist low income and disadvantaged people Australia wide.

### DUTY STATEMENT – Program Manager (Community Sector Energy Efficiency Program)

Title	Award Status	Classification	Hours per Week	Date
Program Manager (Community Sector Energy Efficiency Program)	WACOSS UCA	UCA level 5.1 \$80,452.31 per annum	38 hours per week	Dec 2011

#### REPORTING RELATIONSHIPS



#### AUTHORISATION

This document is an accurate statement of the duties and responsibilities of this position.

## **PRIMARY OBJECTIVE**

Provide a leadership role in the delivery of a state wide program aimed at building community sector service capacity to better respond to the needs of vulnerable people experiencing hardship and improve the community sectors ability to provide future energy efficiency services.

1. A primary role is to consult and engage with the sector to identify their knowledge and awareness of energy, energy efficiency, and energy hardship and support the Office of Energy to develop an understanding of the needs of the sector as a deliverer of efficiency programs. The primary objectives are:

- to undertake a gap and needs analysis of energy efficiency service delivery for the sector to inform the Office of Energy
- to provide advice and recommendations to the Office of Energy to inform future procurement specifications for Community Service Organisation (CSOs) with the aim of providing innovative energy efficiency services for vulnerable households,
- to consult widely with key stakeholders in the identifications of needs and identify challenges experienced by vulnerable households
- to input into OOE's policy and programs
- to educate the sector about energy efficiency and potential advantages of CSOs delivering services in this space.

2. A secondary leadership role is to oversee new program development and project series for the emergency relief area managing the delivering of required initiatives and ensuring work adopts best practise project management.

3. Taking a lead advisory role with work within new and innovative sector development programs for SSD Unit.

4. Advising and supporting the Director to achieve the operational objectives of the unit

5. Develop, scope and implement new sector development projects focused on energy and energy efficiency, including, but not limited to, smart grid technology and renewable energy.

## **PROJECT OUTCOMES**

**This role is responsible for delivery of the following project outcomes in consultation and engagement with community service organisations.**

1. Implement a communications strategy and plan which promotes and communicates the importance of energy hardship and energy efficiency in vulnerable house holds
2. Consult widely with key stakeholders to gain an understanding of the needs and challenges of vulnerable households who are experiencing or at risk of energy hardship related financial stress.
3. Implement a consultation strategy which uses arrange of methods, tools, processes and systems for metropolitan and regional areas.
4. Develop an Interim Report as determined by the proposal in consultation OOE.
5. Provide a Final Report which includes finds and recommendations as identified by the project scope.
6. Facilitate increased involvement of CSOs in delivery of energy efficiency services targeted at vulnerable households:
  - Promote the issues of and importance of delivering service in the area of energy hardship in vulnerable households to the community service sector;
  - Provide input to the OOE in the development of guidelines of procurement of energy efficiency services by CSOs to vulnerable and low income households.
7. Progress new energy and energy efficiency projects from development to implementation stages

## **PROJECT DELIVERABLES**

### **1. Develop a Communications Strategy and plan**

- Promote and communicate the importance of energy hardship and energy efficiency in vulnerable households;
- Communicate the purpose of the project to the community service sector.

### **2. Develop a Consultation Strategy**

- Methods, tools, processes and systems to be used in the consultation and engagement with the community service sector and other stakeholders in metro areas;
- Methods, tools, processes and systems to be used in the consultation and engagement with the community service sector and other stakeholders in rural areas.

### **3. Provide an Interim Report, including findings and draft recommendations addressing the desired outcomes identified in the project scope as set out in the project scope.**

### **4. Provide a Final Report addressing the desired outcomes identified in the project scope.**

### **5. Work with the social policy team on issues of energy hardship, energy efficiency, climate change and sustainability.**

### **6. Contribute to project development of the SSD team through the development of advice, expertise and knowledge**

## **7. SELECTION CRITERIA**

### **Essential Skills**

#### **1. Demonstrated program development and project management experience, overseeing small teams**

- Demonstrated experience in managing small teams of diverse membership to achieve individual and team goals
- Demonstrated experience in developing and monitoring budgets, planning and evaluation
- Demonstrated program delivery in the community service and/or employment industry
- Demonstrated experience writing and providing reports as required by government funded contracts

#### **2. Demonstrated experience communicating with stakeholders and/or customers.**

- The ability to effectively design, promote and deliver new programs to stakeholders, incorporate feedback and report outcomes as required

#### **3. IT literacy with proficiency in Microsoft suite of software programs and/or ability to learn new software applications**

#### **4. Experience working with the Community Sector and/or Energy Sector**

#### **5. Relevant tertiary qualification or equivalent industry experience in sustainability, energy or project management**

### **Desirable Criteria**

#### **6. Ability to work in a small team environment and meet deadlines**

- Effective 'lateral thinking' problem solving and decision-making
- Ability to work both in cooperation and consultation as a member of a team, as well as being self-directed
- Ability to collaborate with project staff from other not for profit organisations as well as government

#### **7. Written and oral communication at a high level**

#### **8. Other**

- Personal values align with WACOSS and the community services sector
- Police clearance
- Current Drivers License
- Capacity to travel regionally on occasions