

# Hillsong Enterprise Development Position Description

|                              |                              |
|------------------------------|------------------------------|
| <b>Position Title:</b>       | Capacity Development Advisor |
| <b>Location of Position:</b> | Sydney                       |
| <b>Division:</b>             | Enterprise Development Hub   |
| <b>Date:</b>                 | January 2005                 |

## **PRIMARY POSITION OBJECTIVE:**

To identify an enterprise mindset in individuals and communities and facilitate personal growth, activity and income generating initiatives.

## **OVERALL VISION**

*"To provide opportunities for Indigenous and non-Indigenous Australians to be transformed through, Micro Enterprise Development".*

## **CORE VALUES:**

*Respect, Commitment, Integrity, Accountability*

**POSITION REPORTS TO:** Enterprise Hub Team Leader

### **POSITION TITLES OF PERSONS RELATING TO THIS POSITION**


1. Business Development Consultant
2. Loans Officer
3. Enterprise Hub Administrator
4. Visiting Learning & Development Co-ordinator (Co-ordination unit)

## **HOW POSITION RELATES TO THE REST OF THE WORK:**

The Capacity Development Advisor has a key focus on fostering an enterprise mindset in communities that have been strongly dependant on welfare. The success of this role is on the building of relationships and personal development with a view to enterprise activity. Eligible clients are also referred to the Business Development Consultant and Loans Officer. The majority of clients seen by the CDA are in the early stages of establishing a micro-business and require intensive personal support.

Training is a part of the role, however the Learning and Development Co-ordinator will have primary responsibility for the design and refinement of training materials.

## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

| Responsibility Area   | Task  | Expected Result/Standard Required  | Method of Measurement   |
|---|---|--|---|
| <p><b>Client Identification</b></p>  | <p>A.<br/><u>Enterprise Audit</u></p> <p>Co-ordinate on behalf of the MED Enterprise Hub an enterprise audit of local communities that samples the communities enterprise make-up</p><br><p>B.<br/><u>On-going Identification</u></p> <p>Based on communities networks and relationships, identifying:-</p> <ul style="list-style-type: none"> <li>- Clients for capacity building assistance.</li> <li>- Entrepreneurs with absorption Capacity</li> <li>- Enterprises for Business Improvement</li> </ul> | <p>A.</p> <p>A community event or activity of the community's liking that:-</p> <ul style="list-style-type: none"> <li>- Showcases cultural heritage</li> <li>- Celebrates skills and talents of local community</li> <li>- Identifies possible opportunities for enterprise</li> <li>- Includes different layers of community.</li> </ul><br><p>B.</p> <p>Minimum of 24 clients identified for Capacity Building Assistance.</p> <p>Minimum of 10 clients referred to Business Development Consultant</p> <p>Minimum of 5 clients referred to Loans Officer</p> | <p>A.</p> <p>The following identified:-</p> <ul style="list-style-type: none"> <li>- Number of positive partnerships with Indigenous communities groups.</li> <li>- Number of leaders with enterprise spirit identified.</li> <li>- Specific skill sets identified within communities.</li> <li>- Number of entrepreneurs identified</li> <li>- Number of micro-entrepreneurs with absorption capacity</li> </ul><br><p>B.</p> <p>Number of clients engaged in capacity building activities</p> <p>Number of clients referred to Business Development Consultant</p> <p>Number of clients referred to Loans Officer</p> |

## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

| Responsibility Area      | Task   | Expected Result/Standard Required  | Method of Measurement  |
|--------------------------|--|--|--|
| <b>Client Assessment</b> | <p>C.</p> <p><u>Assessment:</u></p> <p>Assess client stage of development. Level 1, 2 or 3</p><br><p>D.</p> <p><u>Referral:</u></p> <ul style="list-style-type: none"> <li>- Establish on-going relationship with client</li> <li>- Refer to external service</li> <li>- Refer to Business Development Consultant</li> <li>- Refer to Loans Officer</li> </ul> | <p>C.</p> <p>An assessment that is:-</p> <ul style="list-style-type: none"> <li>- Owned by the client</li> <li>- Achieved in a relational way</li> <li>- Focuses on the individual situation and not on rigid formulas</li> </ul><br><p>D.</p> <p>Clients that are accurately assessed for their individual stage of development and assessed to appropriate support</p> | <p>C.</p> <p>That a client has identified 'pathways' which is being followed in a practical way.</p><br><p>D.</p> <p>Positive outcomes:-</p> <ul style="list-style-type: none"> <li>- Client Feedback</li> <li>- Micro Business Improvement</li> <li>- Micro Businesses established</li> <li>- Referrals to LO and BDC</li> <li>- No of clients accessing Employment</li> <li>- No of clients accessing further Education</li> </ul> |

## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

| Responsibility Area                 | Task  | Expected Result/Standard Required   | Method of Measurement  |
|-------------------------------------|---|---|--|
| <b>Personal Development Support</b> | <p>E.<br/><u>Advocacy</u></p> <p>Identify areas where clients are unable to negotiate alone and undertake Advocacy activities on behalf of client.</p> <p>(use of pro-bono volunteers may occur at this point.)</p>                                       | <p>E.</p> <p>Timely assistance to help disengaged individuals overcome barriers found in formal structures, eg. dealings with Centrelink, etc.</p>  | <p>E.</p> <p>- Client feedback</p>   |
|                                     | <p>F.<br/><u>Brokerage</u></p> <p>Identify desires and needs of clients and connect them to services and programs that provide needed solutions</p>   | <p>F.</p> <p>Referral and connection with other services in local area:-</p> <ul style="list-style-type: none"> <li>- TAFE</li> <li>- Government Business Services</li> <li>- Job Network Providers</li> <li>- CommEnterprise Huby Groups</li> <li>- Personal Development Programs</li> </ul>   | <p>F.</p> <p>Keep track of all referrals</p>   |
|                                     | <p>G.<br/><u>Development</u></p> <p>Assist clients to creatively identify the soft and hard skills needing development for them to achieve enterprise goals.</p> <p>Design a development plan with client that focuses on improving these skills gaps</p> | <p>G.</p> <p>A plan that:-</p> <ul style="list-style-type: none"> <li>- Is owned by the client</li> <li>- Identifies their vision</li> <li>- Identifies steps for achieving this vision</li> <li>- Connects them to training, mentoring and personal support</li> <li>- innovative and fosters enterprise spirit in clients' world</li> </ul> | <p>G.</p> <ul style="list-style-type: none"> <li>▪ Number of clients engaged in development activity</li> <li>▪ Number of clients establishing enterprise activities</li> <li>▪ Number of clients referred to BDC</li> <li>▪ Number of clients referred to LA</li> </ul> |

**KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005**

| Responsibility Area   | Task  | Expected Result/Standard Required   | Method of Measurement                            |
|---|---|---|--|
| <p><b>Maintain Client Management Information System (MIS)</b></p> | <p>H.</p> <p>Implement and refine the existing client MIS system for capacity building activities.</p> <p>Obtain client data for the Client Management Information System (MIS)</p> <p>Maintain accurate client profile and developments on Client MIS.</p> | <p>H.</p> <p>Accurate and up-to-date data available on client and community connections</p> | <p>H.</p> <p>MIS database<br/>Staff feedback</p> |



## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

| Responsibility Area               | Task  | Expected Result/Standard Required   | Method of Measurement   |
|-----------------------------------|---|---|---|
| <b>Learning &amp; Development</b> | <p>K. <u>Staff Meetings:</u></p> <p>Attendance and contribution<br/>Formal presentations.</p> |   | <p>K.</p> <ul style="list-style-type: none"> <li>▪ &gt;80% of staff meetings attended</li> <li>▪ Regularly (at least 50% of the time) raises and speaks to agenda items.</li> <li>▪ Makes at least 1 formal presentation over the next 6 months with appropriate supporting documents.</li> </ul> |
|                                   | <p>L. <u>Professional Training and Development</u></p>  | <p>L.</p> <ul style="list-style-type: none"> <li>▪ Attendance at formal training</li> <li>▪ Achievement of competencies during training</li> <li>▪ Completion of professional development as appropriate.</li> </ul>  | <p>L.</p> <ul style="list-style-type: none"> <li>▪ 100% attendance at set in-house' training sessions.</li> <li>▪ Completes worksheets and assignments to a satisfactory standard</li> <li>▪ Completes all agreed professional development tasks</li> </ul>                                       |
|                                   | <p>M. <u>Leadership.</u></p>  | <p>M.</p> <ul style="list-style-type: none"> <li>▪ Assumes leadership as directed with respect to lending and portfolio tasks.</li> <li>▪ volunteers leadership as appropriate can demonstrate how initiative has added value to the MED Enterprise Hub in terms of goal accomplishment.</li> </ul> | <p>M.</p> <ul style="list-style-type: none"> <li>▪ Appropriation of task leadership where relevant</li> <li>▪ Level of contribution to overall MED Enterprise Hub performance through initiative</li> </ul>   |





## LIMITS OF AUTHORITY

- a) Expenditure over \$500 on any purchases made at one time, requires the approval of the Enterprise Hubs' team leader.
- b) Total expenditure on supplies, expense items, may be approved to budget level
- c) No hiring authority

## CRITICAL QUALIFICATIONS/SKILLS/EXPERIENCE

### Qualifications:

Tertiary qualifications in Community Development or an equivalent combination of skills and experience

### Skills/Experience:

- Strong Relational skills, ability to overcome relational barriers within a community.
- Communication at all levels (Business, Community, Government)
- Ability to apply a systematic approach
- Track record in innovation and entrepreneurial practice
- Outstanding networking abilities

### Aptitude:

- Creative approach to Business
- Perseverance and follow-through
- Team-focus (overlapping responsibilities)
- Time management/self-motivation
- Enthusiasm
- Strong connection with people and community
- Identification with micro-entrepreneurship
- Embrace cultural difference
- Commitment to community transformation

**Position Description Approved By:**

**Position Title:**

**Signature:**

**Date:**

**Employee/Contractor:**.....

**I have read and agree with this position description**

**Signature:**

**Date:**