**Position Title:** Project Officer – Multicultural Research  
**Contract / Permanent:** Level 6 Contract to June 2016  
**Fraction:** 1.0 FTE  
**Department:** Education & Service Innovation  
**Location:** Adelaide Head Office  
**Reporting To:** Head of Education & Service Innovation  
**Staff No:** Nil  
**Volunteer:** Nil  
**Budget responsibility:** N/A

### ORGANISATIONAL STRUCTURE

**Experience**
- Demonstrated experience in coordinating community based research projects
- Project management experience involving engagement with across culturally and linguistically diverse groups highly desirable.
- Knowledge and understanding of the aged care sector is highly desirable as is prior experience working with people with dementia.

### SELECTION CRITERIA

**Skills**
- Demonstrated skills in project management, stakeholder engagement and time management.
- Demonstrated evidence of ability to relate to a wide variety of stakeholders in building a network of stakeholders to enable project delivery.
- Skilled facilitator and meeting coordinator with research focus
- Ability to work autonomously supported by a collaborative team environment.
- Highly developed communication, conflict resolution and problem solving skills demonstrated.
- Sound computer skills, including word processing, spreadsheets and database management.
- Ability to maintain a goal oriented approach whilst maintaining a person centred focus when working with people with dementia.
- Strong record of identifying and working in innovative projects in response to community need.

**Knowledge**
- Demonstrable understanding of project coordination

**Qualification**
- Relevant qualification in project management, dementia care, community services, aged care, or other allied health field will be highly regarded.

### PURPOSE STATEMENT

The objective of this role is to oversee the all aspects of the planning, coordination, engagement, gathering and recording of all detailed information required to facilitate to the successful development of the Multicultural App which is being developed to bridge the cultural gaps which exist in the provision of culturally sensitive dementia care. The Project Officer will establish and coordinate research engagement across the relevant multicultural groups to enable gathering of information, records and data to inform the Web/App development. The Project Officer will liaise closely with Web / App developers and the broader project team to ensure effective delivery of the project. The Project Officer will play an integral role in the testing and evaluation of the Web/App at all stages of the project with responsibility for recording and documenting all feedback and learnings from these stages. The Project Officer will engage with multicultural community networks, aged care providers and people experienced in dementia care in all stages of the project through to and including promotion, dissemination and training of the final product. In coordinating this project, the Project Officer will establish key partnerships across multicultural and aged care service communities which will ensure there is value and uptake of the Multicultural Web/App.
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<tr>
<th>Key Results Area</th>
<th>Key Tasks</th>
<th>Key Performance Indicators</th>
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| **Leadership/Teamwork**       | • Support Alzheimer’s Australia SA Inc Senior Management team decisions and ensures that all commitments made are followed through.  
                                  • Maintains a positive and constructive presence that promotes confidence in those around them. | • Displays willingness to assist others, shares knowledge openly, cooperates and supports the team.  
                                  • Contributes positively within teams and supports the team's efforts.  
                                  • Is always receptive and open to feedback. |
| **Professional Development**   | • Undertake training in person centered approaches  
                                  • Participate in opportunities to share learning in person centered approaches | • Training undertaken and supported in the achievement plan  
                                  • Other opportunities are used to share learning with other service providers |
| **WHS**                       | • Participates in the establishment & on-going improvement of Alzheimer’s Australia SA Inc WHS plan and visibly and constantly supports its implementation in your areas.  
                                  • Ensures that all employees in your areas are fully aware of our safety plans and expectations, and that they are actively encouraged to participate and contribute. | • Participates in the establishment & on-going improvement of Alzheimer’s Australia SA Inc WHS plan and visibly and constantly supports its implementation in your areas.  
                                  • Ensures that all employees in your areas are fully aware of our safety plans and expectations, and that they are actively encouraged to participate and contribute. |
| **Continuous Improvement**     | • Understands and supports continuous improvement in the organisation.  
                                  • Actively participates in quality audits.  
                                  • Exercises initiative in making improvements to work processes.  
                                  • Regularly discusses improvement opportunities with the team. | • Participates in quality audits when required.  
                                  • Evidence of continuous improvement activities.  
                                  • Always searches for better ways and strives for best practice.  
                                  • Embraces and adapts to change. |
| **Organisation Vision and Values** | Work within the principles of our Vision and Values:  
                                  • A society committee to reducing the impact of dementia  
                                  • Professionalism  
                                  • Integrity  
                                  • Commitment  
                                  • Teamwork  
                                  • Inclusion | • Visions and Values are able to be demonstrated in work place behaviours and actions |
| **Volunteer Management & Development** | • Manage and develop the volunteer team to ensure each member understands their role and what is expected of them.  
                                  • Volunteers have a positive work environment and the support they need to conduct their role effectively. | • Volunteers have a clear understanding of their role and performance expectations.  
                                  • The environment created is supportive and staff/volunteers are able to positively contribute to the successes of the team. |
## Specific to the role:

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| Engagement and research across Multicultural communities, networks and the aged care services sector | • Establish and coordinate engagement with the lead multicultural groups / networks and aged care service providers across Australia to gather record and report information required for the development of the Web/App.  
• Engage all stakeholder groups providing support and guidance at all times through stages of research, product development, testing and evaluation ensuring feedback is recorded documented and incorporated into product improvements and final design as is relevant.  
• Involve and engage people with dementia, their family and carers and staff or aged care service providers in all stages of the project.  
• Utilise the resources of Alzheimer’s Australia nationally and any other organisations of value to successful delivery of the project to inform, advise and assist at all stages of the project.  
• In conjunction with the Head of Department and General Manager ensure all project activities comply with the funding agreement in meeting the project objectives.  
• Liaise with Head of Department or General Manager to identify and mitigate risks, resolve day-to-day issues, and ensure funding and clearance obligations are met.  
• Identify and bring any issues to the attention of management as soon as practical.  
• Liaise with other relevant colleagues of AASA in relation to the project status to ensure effective operation and communication of project activity in relation to other AASA organizational activity. | • Project research is planned and coordinated to plan.  
• Stakeholders surveys are distributed, collated and reported on.  
• Project activity calendar is developed, communicated, monitored and maintained for the project team.  
• Communication is maintained and recorded for all stakeholder groups.  
• People with dementia are recruited and engaged in project planning, administering and execution.  
• Stakeholder partnerships are developed, contacts maintained and recorded in reports.  
• Project reporting meets funding agreement expectations and obligations.  
• Internal reporting is maintained inclusive of cross organisation communications which is supported by internal newsletter contribution.  
• Risk assessments, opportunities for improvement, and problems are completed or reported in a timely manner at all times and in accordance with organizational policy. |
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<th>Collaboration</th>
<th>Performance management reporting and continuous improvement</th>
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| - Establish and build a network of relevant stakeholders who will inform the project whilst providing these groups opportunity to influence Webb/app development in the interest of the project.  
- Include people living with dementia and their families in product testing and evaluation.  
- Product testing phases are undertaken, recorded and reported to inform continuous improvement in product development so that developments are in line with end user needs ensuring the final product meets the requirements and demands of the sector. | - Register of stakeholder engagement and feedback obtained is maintained and included in product development work.  
- Evidence of stakeholder engagement exists for people living with dementia and their families  
- Record of product testing and evaluation activity throughout the various stages of the project are maintained. | - Records of meetings and discussions are maintained of activity with all stakeholders. Such interactions to be summarized in project reporting.  
- Planning, coordination and recording of regular internal project management meetings which is to include maintenance of a project action plan, schedule and timeline for all project team members reference.  
- Evidence of internal collaboration is demonstrated and reported on. |
| - Maintain solid collaborative links with Web/App developers, the AASA Digital / Social Media Officer, other project team members, external stakeholders including people with dementia across the target partnerships, in the interest of effective project coordination. | - Maintain required project records, registers, lists of contacts for all stakeholders, partnership details and other project relevant records to enable effective project coordination and reporting at all times.  
- Promote the Webb/App product in such a manner to optimize uptake and value to the target users and communities.  
- Develop resources to support communication, understanding and take up of the Web/App product.  
- Reporting requirements of the finding agreement and work plan are prepared for review by management in advance of reporting and compliance requirements. | - Stakeholder, contact / partnership register is maintained and accurately reflects the activities of the project.  
- Project reports are provided within the agreed timeframes  
- Project timeframes and KPI's are delivered within allocated timeframe  
- Promotional activity and media engagement records are maintained and reported in accordance with project objectives.  
- Risk, day-to-day operational issues and funding obligations are addressed and processes are clearly documented.  
- Copies of and a register of resources used or developed to support the project are recorded within the project reports and relevant quality system. |
Special Conditions

- Conduct all duties in accordance with established guidelines, policies and procedures of Alzheimer’s Australia SA.
- Attend and participate in Alzheimer’s Australia SA staff meetings.
- Active participation in Alzheimer’s Australia SA Performance Management System.
- Assist the organisation in times of emergencies (by negotiation).
- Undertake after hours work as required (by negotiation).
- Undertake relevant and appropriate multi-functional duties as negotiated.
- Undertake all tasks within budget parameters and constraints of a not-for-profit organisation
- Current driver’s license is required.
- Current Police Clearance certificate is required for ongoing employment. Where applicable, Department of Community Social Inclusion (DCSI) police checks will conducted.

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<td>We have carefully reviewed this Position Description and are satisfied it is a full and accurate description of the requirements of the role:</td>
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**HEAD OF DEPARTMENT:**

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**GENERAL MANAGER:**

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I have read this document and agree to undertake the duties and responsibilities listed within. I also acknowledge this position description is only an indication of tasks and understand that I may be asked to undertake additional duties from time to time that are not detailed in this document, that are however within my skills and aligned to my role.

**INCUMBANT:**

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