



**BUILDING SERVICES - MULTICULTURAL CONSUMER RIGHTS
PROJECT OFFICER**

ECCQ is an equal opportunity employer.

**Send applications, supported by a CV and a brief statement addressing the
position requirements, to:**

**The Executive Manager, ECCQ, PO Box 5916, West End, Queensland, 4101 or
253 Boundary St, West End.**

***People from culturally and linguistically diverse backgrounds are strongly
encouraged to apply.***

Organisation

The Ethnic Communities Council of Queensland (ECCQ) is the State's peak body representing the issues and concerns of ethnic organisations and Queensland's culturally and linguistically diverse people. ECCQ undertakes sector development, statewide advocacy, and project and program development. This position is funded by a grant from the Queensland Building Services Authority.

Position description

Title: Multicultural Consumer Rights Project Officer

Salary: Level 5, Paypoint 1, Social & Community Services (Qld) Award.

Appointment: Fixed term for six months. Part time – four days a week, by negotiation.

Location: ECCQ House
253 Boundary St, West End, Qld, 4101

Reports to: Executive Manager.

Position objectives

The key objectives of the Project Officer are to:

- conduct and manage a building services consumer awareness project with culturally and linguistically diverse communities in Greater Brisbane, utilizing resources developed by the Queensland Building Services Authority (BSA).
- identify and advise relevant ethnic communities about the services provided by the BSA and the need to use licensed builders for most work.
- research and document awareness within specific ethnic communities of the building process and issues and problems identified by consumer and industry groups primarily within the Greater Brisbane region.
- identify, document and assess the suitability and effectiveness of educational and information resources available, including from BSA, and determine and recommend a resource development program.
- inform and build support among key community leaders.
- distribute promotional material and generate media coverage in ethnic media.
- conduct information sessions.
- provide reports at key stages of the project.

Key responsibilities

- undertake induction provided by ECCQ and BSA.
- work and meet with CALD community leaders to strengthen an understanding of the building industry in Queensland and the role of the BSA.
- develop and implement a project work plan.
- develop and maintain strategies to work with relevant CALD communities to improve awareness of consumer issues in the building industry.
- evaluate the project and write milestone reports and a final report.
- comply with ECCQ's policies and procedures and with requirements of the workplace health & safety, equal opportunity and anti-discrimination principles and practices.

Position requirements

Education and qualifications

- experience in working in a community development, community relations or human services capacity with CALD communities.
- experience in project management.

Desirable experience or skills

- good written and verbal communication skills, especially in a cross-cultural context.
- good organizational skills.
- good interpersonal and negotiating skills.
- ability to work within a small but energetic team environment and to contribute to team goals and morale.
- ability to work independently and set project priorities, monitor workflows and initiate work.
- experience in working with people from CALD backgrounds.

Personal attributes

- ability to work in a participatory and consultative manner.
- ability to work in a professional, ethical, diplomatic and efficient manner.
- ability to work with initiative under limited direction and supervision but within a team environment.

Tell us about your:

- Knowledge of or experience in working with CALD communities.
- Experience in and knowledge of project management with CALD communities.
- Experience and skills in managing and evaluating projects.
- Experience in facilitating workshops, meetings and events.
- Skills in written, verbal and interpersonal communication, including writing reports.
- Experience in working consultatively and in building effective working relationships with a broad range of stakeholders.

People from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

Further information

Ian Muil
Executive Manager
ECCQ
PO Box 5916, West End Q 4101
www.eccq.org.au
Tel: 3844 9166 Fax: 3846 4453
Email: administration@eccq.com.au