



**Ethnic Communities
Council of Queensland**

**New opportunity created:
Cross Cultural Training Unit Coordinator**

Organisation:

The Ethnic Communities Council of Queensland (ECCQ) is a non-profit, community-based state peak body, working to represent the issues and concerns of ethnic communities and the multicultural sector. ECCQ has a national perspective through its affiliation with the Federation of Ethnic Communities Councils of Australia (FECCA). ECCQ undertakes advocacy and project and program development consistent with available funding and identified priority areas.

Job Title: Cross Cultural Training Unit Coordinator

Location: ECCQ House
253 Boundary St, West End, Brisbane

Supervisor: Multicultural Advocate

Period & salary: Initial contract for 3 months; this could be worked at 4 days a week at level 6 of the SACS Award. Alternative working and remuneration arrangements will be considered for appropriately experienced applicants. Successful establishment of the unit would create a fulltime position for the management and coordination of the unit.

Purpose of Position:

To develop, promote and coordinate a sustainable Cross Cultural Training Unit offering professional, quality training and consulting services on organisational change and development facilitation.

Background:

ECCQ advocates for greater cultural competency so that all services adequately meet the needs of ethnic communities. ECCQ has a long history of running training programs and workshops. Cultural competency is an increasingly essential component in delivering quality service. Additionally, demand has increased as a result of Multicultural Action Plans which every State Government Department is obliged to have. MAQ has provided seed funding in support of ECCQ's intention to establish a statewide cross-cultural training unit. An attached project plan provides further details.

Primary Duties and Responsibilities:

- Undertake the groundwork needed to establish a sustainable unit – determine a viable client fee structure; an appropriate remuneration package for trainers; develop cash flow projections and draft budget; determine the best method to reach regional centres; undertake needs assessments on training topics and other related needs of training unit clients.
- Establish collaborative relationships with stakeholders.
- Explore the possibilities of accessing existing training materials and trainers.
- Develop a business plan for the training unit.
- Develop a marketing plan and promotional material.
- Recruit a trainer to develop additional modules needed.
- Recruit a team of trainers from around the state and organise training for them on ECCQ training modules and organisational development facilitation.
- Recruit a team of people who can talk about migrant or refugee issues from personal experience and organise training for them. If the need has been identified, recruit a team of cultural consultants and organise training for them.
- Promote the unit; book, schedule and organise training sessions.
- Develop evaluation systems for training sessions and for the establishment project.
- Ensure training content and processes are improved as a result of evaluation.
- Write monthly project reports and a final report.
- Undertake induction and work in collaboration with the team at ECCQ.

Selection Criteria:

1. Experience in developing new services.
2. Experience in business planning and marketing.
3. Knowledge of the training field. Experience in cross cultural training area preferred.
4. Demonstrated capacity to undertake basic research, needs assessment and activity or events management.
5. Recruitment and selection experience.
6. Good written and verbal communication skills.
7. Experience in working consultatively and in building effective working relationships with a range of stakeholders.

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

For further information: Irene Opper, Multicultural Advocate
Tel: 3844 9166 Fax: 3846 4453 Email: advocacy@eccq.com.au www.eccq.org.au

Written applications addressing the selection criteria, with a resume and 2 referees must be received by 5pm on Wednesday, February 28. Address applications to:
The Executive Manager, ECCQ, PO Box 5916, West End Q 4101
or email manager@eccq.com.au.

ECCQ TRAINING UNIT : ESTABLISHMENT PROJECT

Aim: To establish a sustainable cross cultural training unit to provide quality training and related services to government and community organisations.

Objectives	Strategies	Timing 2007	Milestones	Evaluation
To determine the best model for a viable training unit	<ul style="list-style-type: none"> • Recruit and induct a project coordinator • Engage key stakeholders • Investigate options – model for the training unit, fee structure, optimum way to service regional Queensland • Selection of optimum model 	February March March March	Worker employed Report on models Model selected	
To develop additional training modules designed to improve the cultural competencies & responsiveness of government and NGOs	<ul style="list-style-type: none"> • Determine training needs (content and delivery) & establish list of agencies wanting training • Recruit a trainer to develop session plans and supporting material, utilising existing training materials where possible; expand the Culturally Responsive Service Delivery training session to a full day program and adapt for use with a single agency or workgroup. • Pilot, evaluate and improve training programs 	March April May onwards	Report on training needs Training programs developed	Participant evaluation of new training programs
To establish a sustainable training unit	<ul style="list-style-type: none"> • Recruit sessional trainers (regional trainers or Brisbane-based willing to travel, depending on optimum model) • Develop marketing plan and promotional material • Conduct ‘Train the Trainer’ training on ECCQ training programs • Recruit migrants and refugees to share personal experiences during training sessions • Promote training program to potential clients • Organise and deliver training • Establish evaluation processes • Prepare project report 	April March May April May onwards May onwards April June	5 sessional trainers in place Promotional material available Sustainable unit established Project report disseminated	Participant evaluation of train the trainer training Feedback on promotional material Target: 20 sessions Numbers receiving training, evaluations, sessions booked

