

# Lived Experience Coordinator

VCOSS is seeking a Lived Experience Co-ordinator to support VCOSS' work in supporting the community services sector to adapt and thrive.

This role will coordinate a range of priority projects for VCOSS. This includes the delivery of community engagement projects such as listening tours, co-design activities and community consultations.

The Lived Experience Coordinator works collaboratively within the organisation to collect and translate insights from lived experience into the ongoing work of the Thriving Communities and Policy and Advocacy teams.

The Lived Experience Coordinator will provide strategic and timely advice on emerging issues to the VCOSS leadership team.

This role promotes community engagement and consultation with community members who have a lived experience of poverty and disadvantage across Victoria.

## DETAILS

<b>Team</b>	Thriving Communities
<b>Classification</b>	5.1 – 5.5
<b>Status</b>	Fixed term until December 2024 (Full time or part time)
<b>Salary</b>	\$ 94,733 to \$108,784
<b>Reports to</b>	Director of Thriving Communities
<b>Located</b>	Level 8, 128 Exhibition Street, Melbourne. (VCOSS staff are currently working to a hybrid home-office model.)

## KEY TASKS

You will work with the VCOSS Thriving Communities team to:

1. Provide coordination and administration for key VCOSS priority projects, including listening tours, consultations, lived experience forums and networks, co-design activities and community engagement activities.

2. Provide opportunities for community members with lived and living experience of poverty and disadvantage to have their voices heard regarding the policies and services that directly impact them.
3. Facilitate community listening and engagement activities, ensuring the personal stories and lived and living experience of diverse community voices are captured in a way that is safe, respectful, inclusive and in line with VCOSS values.
4. Collect, compile and analyse information and insights from engagement and consultation initiatives, including both qualitative and quantitative data, highlighting key issues of community concern and interest.
5. Assist in ensuring that VCOSS has culturally safe, trauma-informed and respectful practices in place in relation to engagement with and use of lived and living experience
6. Work collaboratively within the organisation to ensure insights from lived experience projects are embedded into the policy, advocacy, communications and project work of VCOSS.
7. Build strong relationships in regional communities to ensure regional needs and voices are captured.
8. Seek funding opportunities that aim to listen and engage with community members across Victoria.
9. Support a range of activities designed to strengthen the Victorian community services sector.
10. Provide project and administration support to the Thriving Communities team as required.

### **KEY SELECTION CRITERIA**

1. Relevant experience in community services, or policy and/or government sectors, demonstrating an understanding of community services and the contemporary environment.
2. Project management experience, with a demonstrated ability to translate high-level project plans into implementation plans and monitor and report on project performance.
3. Highly developed communication and relationship building skills, including the ability to negotiate, manage conflict, establish trust and gain cooperation with a diverse range of external stakeholders.
4. Experience facilitating engagement activities with people that are marginalised and/or experiencing poverty and disadvantage.
5. Strong interpersonal skills including the ability to build collaborative networks with people experiencing poverty and disadvantage, community and member organisations.
6. Excellent listening, verbal and written communication skills.
7. High level written and analytical skills, with the ability to analyse and interpret qualitative and quantitative data and an understanding of the ethics of gathering and working with data.

8. Knowledge and a commitment to the objectives and values of VCOSS and a capacity to represent VCOSS views as required.

### DESIRABLE

1. Experience in facilitating co-design projects or being a participant in a co-design process.
2. Relevant tertiary qualification or equivalent.

### ORGANISATIONAL RELATIONSHIPS

**Reports to** Director of Thriving Communities

**Supervises** None

### TO APPLY

Please provide your written application including CV and statement addressing the selection criteria to [vcoss@vcoss.org.au](mailto:vcoss@vcoss.org.au) no later than Thursday 18 January 2024.

Inquiries about the role can be directed to Libby Buckingham, Director of Thriving Communities at [libby.buckingham@vcoss.org.au](mailto:libby.buckingham@vcoss.org.au)

## ABOUT VCOSS

VCOSS is the peak body for Victoria's social and community sector, and the state's premier social advocacy body.

We work towards a Victoria free from poverty and disadvantage, where all people and communities are supported to thrive. We champion wellbeing and inclusive growth.

VCOSS supports and advocates on behalf of its members. We respect the unique perspectives of people with experience of poverty or inequality, and seek to strengthen and elevate their voices.

[vcoss.org.au](https://vcoss.org.au)

## HOW WE WORK

- We act ethically
- We lead and support collaborative initiatives for a thriving community sector
- We maintain productive relationships across the political spectrum
- We work in collaboration with our members
- We are transparent in our work and we consult widely
- We value and draw on the direct experiences of people affected by poverty and inequality
- We draw on the wisdom and expertise of our diverse member base
- We promote and advance the research and evidence base to drive advocacy priorities

## ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

VCOSS acknowledges the traditional owners of Country, and pays respect to Elders past and present, and to emerging leaders. Our office is located on the sovereign, unceded lands of the Wurundjeri people of the Kulin nation.

