

Position Description

Job Title:	Social Enterprise Innovation Officer
Job Description:	<p><i>Are you an entrepreneur and skilled manager interested in expanding our existing social enterprises while also developing new opportunities moving forward?</i></p> <p>HappinessFirst is looking for a creative, business-savvy leader to strengthen the sustainability and impact of our social enterprises employing adults with disabilities.</p> <p>All practices are participant-focused and promote their choices, rights and decisions. Due to the variable nature of participants, this role requires the worker to promote participants' voices, choices and report any areas of concern. The participant is at the center of all practices.</p> <p>Staff are required to follow all policies and procedures and report to management:</p> <ul style="list-style-type: none"> ● feedback from participants (positive, constructive and complaints) ● changes in participant circumstances or environment ● work health and safety issues and concerns ● need for resources to undertake the role ● if you think that the participant is experiencing discrimination, exploitation, neglect, abuse or violence ● when unsure of appropriate practices ● when unsure of actions that should be undertaken ● stressed or anxious feelings ● advise of any possible conflict of interests ● report incidents and hazards
Type Of Employment:	Casual with opportunity for part-time
Report To:	Support Team Lead And Chief of Happiness
Location:	All HappinessFirst Locations
Main Duties / Responsibilities:	<ol style="list-style-type: none"> 1. Define and lead social enterprise strategy, including business planning, execution, and evaluation of all social enterprise businesses <ol style="list-style-type: none"> a. Identify service/product opportunities and potential markets for social enterprises consistent with HappinessFirst's mission, values and objectives b. Develop business models in collaboration with HappinessFirst's leadership and outside resources that will: <ol style="list-style-type: none"> i. Meet financial and programming objectives ii. Provide workplace learning opportunities to enable successful future employment c. Develop and track key financial metrics to measure progress d. progress

2. Oversee day-to-day execution of social enterprises to ensure operational excellence
 - a. Supervise staff of social enterprise operations, holding them accountable to agreed-upon outcomes on a regular basis
 - b. With the COH develop operating models that will deliver successful outcomes
 - c. Collaborate with other HappinessFirst's staff to maximise youth growth and skill development
 - d. Develop Social Enterprise staff
3. Identify key partnership opportunities with businesses and organisations that will lead to:
 - a. Revenue growth– through the sale of HappinessFirst services/products.
 - b. Expense controls.
 - c. Brand building – develop relationships with individuals and organisations that could be leveraged to grow social enterprises efficiently
4. Partner with business development and marketing staff to carry out business development and marketing initiatives for all social enterprises
5. Work directly with the leadership team to insure that social enterprise staff and workforce programming staff have congruent goals, and accountabilities along with strong communication processes
6. Participate as an active member of the HappinessFirst leadership team.

Communicate:

- Clearly, inclusively and respectfully
- Update Shifcare with participant notes and details of sessions delivered
- Adapt to participant's age, culture and cognitive ability
- Understand individual communication – verbal and non-verbal
- Use the best communication method to recognise the difference between self and participant
- Be persistent and patient

Build trusted relationships

- Build relationships based on mutual respect
- Determine what makes the participant feel safe and valued
- Work with both participant and their important people to understand how they are involved
- Communicate directly with the participant unless otherwise determined
- Prioritise participant's voice during any conflict
- Treat equally but recognise the imbalance in the relationship

- Recognise and report any threat in circumstances and environment

Rights

- Understand participant and worker rights
- Support participant to express views, raise concerns, report complaints and incidents

Work Collaboratively

- Support all supporting stakeholders
- Work within role and responsibility
- Recognise the participant's skills, experience and contribution to everyone in the team
- Keep participants informed when sharing and discussing them
- Focus on strengths
- Be optimistic, hope and patience

Observe and respond

- Review all relevant notes and support plan information
- Identify needs and strategies
- Clarify your understanding
- Be observant, attentive and present
- Act responsively and flexibly
- Celebrate reaching goals and independence
- Maximise participant's control and confidence

Health and Safety

- Talk to participant/supervisor about any intermittent conditions to determine strategies when confronted with the situation
- Support access to preventative and responsive health, dental etc
- Respond quickly if the participant is uncomfortable, distressed, apathetic or in poor health
- Identify potential and actual risks, then act promptly and in consultation with the participant
- Escalate to your supervisor any situation when the participant is at risk
- Identify and report any work health and safety issues
- Promote independence and choice
- Never use restrictive practice unless approved and trained in the practice

Qualifications and Competencies

- Demonstrated business acumen and leadership experience covering strategic planning, business development, and operational execution.

	<ul style="list-style-type: none"> ● Passion for being an effective coach, motivating and holding accountable all staff reporting to him/her to the highest levels of excellence ● Demonstration of project management, business planning, and financial forecasting and tracking. ● Data-Driven. Committed to utilising data to best improve operations and program quality. ● Big thinker. Demonstration of innovative solutions to problems. ● Self-starter. Works well independently, but recognizes the value of working with teams. ● Perseverance ● Sense of humour ● Current Working with Children Check ● NDIS Screen Check ● First Aid Certificate & CPR ● Drivers Licence ● Reliable and comprehensively insured vehicle ● NDIS Required Module ● Smartphone
<p>Experience:</p>	<ul style="list-style-type: none"> ● Preferred minimum 2 years relevant experience ● Experience supporting people with disability ● Demonstrated continuing professional development. ● Knowledge of continuous quality improvement principles ● Use of equipment related to personal and work safety ● Promoted participant's choice and independence ● Supported participants in hygiene practices
<p>Skills:</p>	<ul style="list-style-type: none"> ● Verbal and written communication skills. ● Ability to work with various ages, cultures and ability levels ● Ability to build rapport and trust with clients. ● Strong time management and ability to prioritise. ● Ability to use Microsoft Office suite of programs ● Excellent problem solving and conflict management skills. ● Ability to work as part of a team and maintain good working relationships.