



**POSITION TITLE:** Project Officer  
**DEPARTMENT:** Program Impact  
**DATE:** August 2024  
**REPORTS TO:** Head of PI Operations  
**STATUS:** Fixed-Term (Ending 31 July 2025)  
**FTE:** 1  
**LOCATION:** Richmond, Melbourne (Hybrid)

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### **CBM AUSTRALIA**

CBM Australia is a Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

### **ORGANISATIONAL VISION**

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

### **ORGANISATIONAL MISSION**

CBM is fighting to end the cycle of poverty and disability.

### **GROUP/DEPARTMENTAL OBJECTIVE**

The CBM Australia Program Impact department partners with the disability movement, organisations of persons with disability (OPDs) and other key external partners to influence, develop and support the delivery of high-quality, transformational programs and advice, delivering lasting change to people with disabilities across the globe.

Through our five functional teams (International Programs, Pacific Impact, the Inclusion Advisory Group, Effectiveness and Operations), the Program Impact department generates and applies evidence and learning to inform our advice, strengthen program practice and extend sector thought leadership. The department works collaboratively across CBMA and CBM Global to amplify the reach and impact of our work via our three "vehicles of change" – field programs, advocacy and advisory.

As well as being part of CBM Australia's Program Impact Department, the Inclusion Advisory Group team is also part of the broader Inclusion Advisory Group network across CBM Global.

### **SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS**

CBMA is committed to the protection and safety of all children and vulnerable adults that come into contact with our organisation and programs. All staff are required to understand and comply with CBM Australia's Safeguarding Policy and Prevention of Sexual Exploitation, Abuse and Harassment Policy, Code of Conduct and Safeguarding Behaviour Statement.



## **RESPONSIBLE FOR**

The Project Officer is responsible for supporting the Program Manager – DFAT Partnership in overseeing the implementation of the CBM IAG partnership with the Disability Equity and Rights Section within the Department of Foreign Affairs and Trade (DFAT) and the Nossal Institute for Global Health. This Partnership has been in operation for over a decade and is seen as the most significant and complex advisory partnership for the CBM Inclusion Advisory Group (IAG). Overall, the Partnership aims to enhance disability inclusion across Australian Aid and Development Program.

The Partnership delivers Disability and Inclusion technical support across four key components (1) Provision of technical support to DFAT stakeholders via the DID4All Help Desk system, Post visits, and other initiatives, (2) regional and national organisations of persons with disabilities (OPDs) are supported and enabled to engage in and influence development processes, (3) supporting work to develop the evidence base for best practice on disability inclusion, and (4) supporting Australia’s leadership on Disability Inclusion at the local, regional and global level.

The Project Officer will support the planning and implementation of activities towards the achievement of outcomes in each of these areas, in particular the coordination of activities under Outcome 1. The Project Officer will also assist with the successful execution and coordination of activities within this contract, ensuring compliance, support effective contract and budget management, support reporting, and effective communication with the donor and other key stakeholders.

The Project Officer will also be a valuable resource to support other key CBM IAG programs, including engagement with consultants and other vendors, project management, resource mobilisation to support key activities, partner engagement, as well as other aspects of project support, where needed.

## **REPORTS TO**

Head of PI Operations

## **MAIN ACTIVITIES**

### **1. Stakeholder management/coordination:**

- Facilitate communication with partners, consultants and associates and key suppliers.
- Liaise internally with IAG colleagues and externally with colleagues at Nossal, to ensure the timely allocation and completion of DID4ALL Help Desk, and other tasks.
- Work with the Program Manager to support donor engagement and Governance activities, including Steering Committee meetings, as needed.
- Support IAG colleagues in hosting training sessions, Post visits, and other program activities, as needed.
- Keep network active by explaining developments and opportunities to network (e.g. via teams/email)

- Supporting compliance including application of the new DFAT Deed of Confidentiality
- Ensure timely and accurate management of tasking, invoices, and payments, including accurate recording of timesheet hours.
- Act as the operational contact point for DFAT, in the absence of the Program Manager
- Engage effectively in project meetings including weekly operational level meetings, regular partnership health check processes, and governance meetings (Steering Committee).

## **2. Coordination of helpdesk**

- Monitoring the DID4ALL and associated inboxes for traffic and ensuring accurate filing of important emails for future reference
- Day-to-day follow up of tasks, including allocation of technical advisors, project management support (e.g. updates to DID4ALL on changes of scope, deadline, notes on meetings etc)
  - Weekly reporting on open Help Desk tasks including: identifying overdue tasks,
  - Monitoring for tasks that are close to deadline,
  - Ensuring that tasks are on track to be completed within hours,
  - Flagging of tasks that are at risk of going over scope/deadline via DID4All and Jira,
  - Working with the Program Manager to take action on flagged tasks,
  - Flagging and follow up on tasks requiring DFAT approval in coordination with the Program Manager
  - Monitoring and reporting of tasks undertaken in coordination with SURGE.
  - Monitoring and reporting of tasks undertaken by the Nossal team, including:
    - i. Coordination with the Nossal research office on monthly reporting
    - ii. Tracking of hours against tasks in Jira
    - iii. Flagging and following up tasks that are at risk with scope/deadline with the Program Manager
    - iv. Confirmation and processing of invoices based on monthly reporting.

## **3. Support for Donor Reporting**

- Supporting on all program reporting, including:
  - Weekly meetings
  - Quarterly exception reports
  - Annual Reports
  - 6 monthly reports
  - SURGE reporting.
  - Reporting on complex Help Desk tasks e.g. IMR analysis
  - Reporting on OPD engagement for capacity building
  - Ad-hoc requests from DFAT

## **4. Support for Other Program Activities**



- Weekly IDEARs meetings with DFAT counterpart and project manager advising on tracking against deliverables/tasks.
- Support with Post Visits
  - Logistics including hosting meetings via Teams/Zoom
  - Meeting preparation including agendas etc, as needed.
  - OPD engagement, including liaising with OPD representatives
  - Mobilisation of interpreters and other services to support
  - Support with developing resources for program clinics, as needed.
- Support for OPD engagement.
  - Including TCI workshops for the current package of support to TCI
  - PDF support, as needed.
  - Support for new initiatives, as needed.
- Support on the maintenance of the updated DID4ALL Resource Library.
  - Upload of documentation and copywriting, as needed.
  - Maintenance of content of DID4All Resource Library, including upload of documentation and copywriting, as needed\
- Support on new program initiatives.
  - Capacity Building Program.
    - i. Delivery of a package of training to DFAT staff (up to 200 days of work).
    - ii. 11 different components of capacity building activity
    - iii. will require support over the next 12m, such as:
      - Logistics (meeting planning)
      - Facilitation (Zoom, teams etc)
      - Support for consultants/vendors (quotes, contracts, invoices)
      - Translation
      - OPD engagement
      - Note taking
      - Adhoc tasks, as required.

## **5. Operational Coordination and Compliance**

- Ensure compliance with contractual obligations.
- Maintain accurate and up-to-date system content.
- Consistently follow workflow processes and adapt them when necessary.
- Support the management of the DFAT project budget and provide regular updates to project forecasts.
- Ensure subcontractors meet DFAT and CBM obligations.
- Update internal resources and training related to DFAT, including standard operating procedures and reporting calendar



## **KEY SKILLS/QUALITIES**

- High degree of flexibility and adaptability; responsive to changing needs.
- High-level qualifications and applied background in international development and/or project management.
- Experience working in the international development sector, with strong understanding of bilateral donor and/or multilateral organisation policies and processes (direct experience working with government, preferably DFAT is desirable; and understanding of disability-inclusive development is desirable).
- Outstanding interpersonal, and relationship management/partnership brokering and collaboration skills.
- Excellent communication skills; written and verbal.
- Outstanding attention to detail and the ability to follow tasks and ideas through to completion.
- Excellent interpersonal skills to support stakeholder management – including engaging multiple stakeholders to meet agreed objectives and deliverables, including experience working within multi-cultural teams, and the ability to negotiate and resolve conflicts.
- Demonstrated experience for management of basic financial processes and budgets.
- Strong organisational, planning and time management discipline, with the ability to manage competing priorities, work calmly under pressure, and show initiative.
- Willingness to learn the content and context of advisory work and pattern of advisory projects, in order to contribute to continuous improvement of DFAT project-specific workflows, templates, guidance, systems and processes.
- Enthusiasm for the mission of CBM Australia and alignment/comfort with being part of a faith-based organisation.

## **INTERNAL CONTACTS**

All CBM Staff

## **EXTERNAL CONTACTS**

Nossal, SURGE, TCI and Department of Foreign Affairs and Trade (DFAT)