

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves..</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Community Engagement Facilitator
Division:	Community Services
Classification:	Community Services Employee
Level:	Level Five
Program:	NDIS Local Area Coordination, Cairns
Reports to:	Program Manager
Position Purpose:	<p>The Community Engagement Facilitator to engage the broader service system, community members and Mission Australia Services in identifying, analysing and reporting on the barriers to access and actions taken to improve access and inclusion. The role will build on existing strengths to locate solutions to strengthen local communities.</p> <p>This role will support the ongoing implementation of all actions identified in the Community Capacity Building and Community Engagement and Awareness Plans.</p>

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Service Sector Engagement and Analysis
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Undertake asset and Community Mapping.</li> <li>Map service sector assets to address access and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>Baseline established to identify key drivers and indicators.</li> <li>Community and service level asset map collated and used in planning.</li> </ul>

<ul style="list-style-type: none"> <li>• Identify key community groups, service providers and sectors that should be targeted for community engagement and capacity building activities.</li> <li>• Build connections to the community that may be useful to build community economic and social opportunities for people with disability.</li> <li>• Engage communities and service sectors.</li> <li>• Implement activities as prescribed in the Community Capacity Building Plan and Community Engagement and Awareness Plan.</li> <li>• Service sector engagement with mainstream services ensuring strong understanding of Mission Australia’s LAC/ECEI role in the community and provide information about the Scheme.</li> <li>• Consult, engage and liaise with community members, service users, participants, stakeholders and the NDIA where required.</li> <li>• Implement partnership framework.</li> <li>• Service plan recommendations captured.</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers and indicators of intergenerational disadvantage are identified.</li> <li>• Services agree to support actions and activities aligned to increasing strengths within the community for inclusion of people with a disability (including children with a development delay).</li> <li>• Service gaps, and assets for greater realisation are captured.</li> <li>• Increased service integration evidenced by willingness to share resources or tangible mutual activity.</li> <li>• Required community engagement and capacity building plans/activities are implemented within the required time frames.</li> <li>• Increased sector involvement and collaboration occurs through engagement and capacity building activities.</li> <li>• Community and Mainstream Service capacity is strengthened.</li> <li>• Areas of effort and opportunities to enhance and strengthen community connections for children and their families are identified.</li> <li>• Mainstream services and community sector understand the role of the LAC/ECEI and the scheme.</li> <li>• NDIS requirements are complied with.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Community Engagement and Facilitation</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Implement activities as prescribed in the Community Capacity Building Plan and Community Engagement and Awareness Plan.</li> <li>• Co-ordinate and facilitate community participation and collaboration activities.</li> <li>• Effectively manage community engagement and facilitation projects.</li> <li>• Build capacity and connections to the community to offer opportunities for children, and culturally and linguistically diverse people to increasingly participate in the local community.</li> <li>• Consult, engage and liaise with community members, service users, participants, stakeholders and the NDIA where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Community priorities for change are recorded.</li> <li>• Required community engagement and capacity building plans/ activities are implemented within the required time frames.</li> <li>• Community and Mainstream Service capacity is strengthened.</li> <li>• The community understands diversity within communities as well as the needs and possible supports for different cohorts of people with disability.</li> <li>• NDIS requirements are complied with.</li> </ul>

Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Undertake administrative tasks to ensure that community engagement/facilitation and capacity building activities are recorded accurately.</li> <li>• Record reports and notes relating to completed activities in the appropriate format and identified IT system.</li> <li>• Record service mapping activities accurately and update as required.</li> <li>• Complete a range of other administrative duties as required for the efficient delivery and facilitation of the CCBP, LAC/ECEI activities and other engagement activities including but not limited to statistics, reports, sourcing approved promotional material, and record keeping.</li> </ul>	<ul style="list-style-type: none"> <li>• Information/ data/ records and reports are completed and submitted accurately and within the required timeframes.</li> <li>• Accurate data/ record keeping supports the development of accurate report writing.</li> <li>• Assessment of service alignment and gaps are identified and articulated.</li> <li>• Client voice is captured to establish drivers and indicators.</li> <li>• Any required action plans are produced and reported on as outcomes delivered through the Community Capacity Building Plan/ Community Engagement Awareness Plan.</li> <li>• Community activities and events are delivered effectively with the appropriate resources and material available.</li> <li>• Legislation and current NDIS requirements are complied with.</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

### Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

### Purpose and Values

- Actively support Mission Australia’s purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant degree in Allied Health, Social Work, Disability, Community Services, Community Development or equivalent.
- Experience in community services with a focus on the allied health or the disability sector (minimum of 2 years' experience).
- Experience in service sector engagement, networking and mobilising communities and implementing community development approaches (highly regarded).
- Experience working with Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities (highly regarded).
- Ability to communicate effectively and to build and maintain relationships with internal and external stakeholders.
- Strong written communication skills and the ability to present information clearly and concisely.
- The ability to analyse data and conduct basic research.
- Strong project management skills, organisational skills and the ability to manage time effectively.
- A sound level of computer literacy including proficiency in Microsoft Office packages with MS Excel and MS Visio experience being highly regarded.
- A positive team player who looks for ways to improve current work practices and processes.
- An understanding from combined lived experience and professional development about factors that support clients with a disability.

### Key challenges of the role

- Fostering a strong understanding of Mission Australia's LAC/ECEI role in the community.
- Engaging local community services and mainstream services in ways that develop and improve inclusion of people with a disability.

### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input checked="" type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	NDIS On-boarding requirements

Approval Sarah Brown

29 January 2020

People Leader name

Approval date

