

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our 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
Classification:	Community Services Employee
Function:	Service Delivery
Reports to:	Service Area Manager
Position Purpose:	<p>The Community Engagement Facilitator role exists 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, and building on existing strengths, locate solutions to strengthen local communities.</p> <p>This role is responsible for coordination and facilitation of all aspects of the Community Capacity Building Plan and co-ordination of the Community Engagement and Awareness Plan.</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> </ul>	<ul style="list-style-type: none"> <li>Baseline established to identify key drivers and indicators;</li> </ul>

<ul style="list-style-type: none"> <li>• Map service sector assets to address access and inclusion;</li> <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>• Implement strong facilitation and relationship management skills to engage communities and service sectors;</li> <li>• Implement project management skills to manage and co-ordinate activities aligned to the community capacity building plan;</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 role in the community and provide information about the NDIS;</li> <li>• Utilise strong interpersonal and communication skills to 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>• Community and service level asset map collated and used in planning;</li> <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>• Implement strong relationship management and development skills to co-ordinate and facilitate community participation in activities and collaboration events;</li> <li>• Support and coordinate LAC staff assigned to community engagement/ capacity building tasks;</li> </ul>	<ul style="list-style-type: none"> <li>• Baseline established to identify key drivers and indicators;</li> <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>• LAC staff focusing on community engagement/ capacity building roles are supported and effectively coordinated;</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure LACstaff managing community engagement/ capacity building roles have clear work plans;</li> <li>• Project planning and delivery;</li> <li>• Implement project management skills to effectively manage community engagement and facilitation;</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>• Utilise strong interpersonal and communication skills to 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>• 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>
<p><b>Key Result Area 3</b></p>	<p><b>Administration</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• All activity related community engagement/ facilitation and capacity building activities are recorded accurately and in a timely manner;</li> <li>• All records, reports and notes relating to completed activities are recorded in the appropriate format, and identified IT system;</li> <li>• All service mapping activities are recorded accurately and updated as required;</li> <li>• Required reports are written and developed accurately, within required timeframes;</li> <li>• Map Mission Australia’s service contribution to improving access and inclusion throughout the project implementation;</li> <li>• Record the measurements of community wellbeing, and the impact of the capacity building plan over time in an accurate and timely manner;</li> <li>• Complete a range of other administrative duties as required for the efficient delivery and facilitation of the CCBP, LAC activities and other engagement activities including but not limited to statistics, reports, sourcing approved</li> </ul>	<ul style="list-style-type: none"> <li>• Information/ data/ records and reports are completed and submitted within the required timeframes;</li> <li>• Accurate data/ record keeping supports the development of accurate reporting writing;</li> <li>• Feedback is provided to the NDIS about the on-the-ground effect of the NDIS;</li> <li>• Service-informed baseline is established to identify key drivers and indicators for increasing community inclusion;</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>• Project implementation activities are communicated with Mission Australia LAC staff;</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>

promotional material, and record keeping.	
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### 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

##### Essential

- Qualification in allied health profession, social work, disability, community services, community development or equivalent;
- 2-5 years' experience in community services, disability sector or allied health sector;
- Experience in project management, relationship management, and management of workflow;
- Knowledge of the community services sector, including in the delivery of services where deep, concentrated and persistent disadvantage exists;
- Experience in contractual reporting and writing;
- Experience in service sector engagement and networking;
- Experience in engaging with, and mobilising communities;
- Excellent analytical, networking and interpersonal skills.

##### Desirable

- Experience in implementing Community Development approaches;
- Data analysis and research skills;

## Community Engagement Facilitator

- Computer literacy-excel and Visio;
- Lived experience of disability encouraged;
- Experience working with ASTI and CALD communities.

### 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;
- Building and maintaining strong relationships with internal and external stakeholders.

### Compliance checks required

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

### Approval

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Brooke Draper

14/11/2018