|  |
| --- |
| **Mission Australia** |
| About us | Mission Australia is a non-denominational Christian organisation that has been helping people to regain their independence for over 155 years.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.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18) |
| Values | Compassion Integrity Respect Perseverance Celebration |
| Goal | To reduce homelessness and strengthen communities. |
| **Position title: Community Engagement Planner** |
| Classification | CSW Level 5 |
| Employment type | Fixed Term Contract ending 30th December 2018 |
| Responsible to | Program Manager  |
| Responsible for | Contributing to and where appropriate, leading co-design processes; supporting and/or leading Working Groups  |
| Position Purpose | The Community Engagement Planner role exists to engage local residents and key stakeholders to design or re-design appropriate, effective and evidence-based service responses to prevent complex issues such as domestic violence, child abuse and strengthen the community. This includes collaborating with local residents, government and non-government sector and business to develop community solutions building on existing strengths. |
| Key Challenges | This role requires broad stakeholder and local resident engagement across all levels of society that promote a collective community effort to address issues considered by the community, through the Claymore Leadership Forum, the soon to be created Neighbourhood Advisory Board and the Claymore NGO Backbone as high priorities within the community. The role will combine excellent research and reporting skills with the ability to gather, analyse and draw conclusions from multiple data sources to inform, and improve quality of service delivery. This role requires attracting local residents who are not currently or previously engaged in the collective effort. This will occasionally involve after hours work, including weekends. |

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

|  |
| --- |
| **Key Result Area 1 - Resident and stakeholder engagement**  |
| **Key tasks** | **Position holder is successful when**  |
| * Designing and implementing new ways to encourage community participation in the collective effort; This can involve:
	+ Connecting with community leaders
	+ Whole of suburb and single street activities
	+ Activities for particular cultural communities
* Understand the community. This can involve
	+ Resident asset Mapping
	+ Map service sector assets
	+ Measurement of community wellbeing and impact of the collective effort (including quick wins) (including the Place Plan)
* Become a part of the local community. This can involve:
	+ Participating in existing activities to meet the residents and other stakeholders.
	+ Running new activities to meet the residents and other stakeholders.
 | * New community leaders are identified and engaged in leading the collective effort.
* Increase in residents engaged in the collective effort.
* Resident feedback is routinely collected and analysed and informs the collective effort (including service design and delivery).
* Resident voice is captured to establish drivers and indicators
* Baseline established to identify key resident drivers and indicators
* There is an increase in other stakeholder engagement with the collective effort
* Service level asset map available
* Service gaps, and assets for greater realisation captured in Community Database
* Increased service integration evidenced by willingness to share resources or tangible mutual activity
* Service-informed baseline is established to identify key drivers and indicators
* Assessment of service alignment and gaps produced
* Increased use of existing services which are available locally
* Increase in services available locally
 |

|  |
| --- |
| **Key Result Area 2 - Co-designing service and community responses** |
| **Key tasks** | **Position holder is successful when**  |
| * Co-design community responses to address complex issues facing the community
	+ Use existing data to inform and propose community responses
	+ Collect new data to inform and propose community responses
	+ Map community perspective in relation to community needs.
* Co-design service improvement to address complex issues facing the community
* Support and/or lead Community Network Groups and identify priorities for collective impact or place planning in conjunction with Claymore NGO Backbone
* Develop baseline reports and surveys that involve community input, and help clarify for the Claymore NGO Backbone priorities for community growth and engagement.
* Provide support to the Place Manager and Community Engagement Facilitator to implement new design models
* Work with Claymore NGO Backbone staff and other community networks to organize and provide topical reports.
* Leverage evidence and expertise within MA to inform service design and development, including validation.
* Work with Claymore NGO Backbone to respond to ad-hoc data requests and projects.
* Collaborate across Claymore Community to identify opportunities for service model refinement and design, based on performance or innovation.
 | * Baseline established to identify key drivers and indicators
* Community identify and take action around a quick win
* Community priorities for change reflected in Community Database
* Claymore Backbone has a good understanding of emerging sector trends, and resident need.
 |

|  |
| --- |
| **Key Result Area 3 – Backbone Functioning** |
| **Key tasks** | **Position holder is successful when** |
| * Contribute to the functioning of the Claymore backbone. This may include:
	+ Identifying issues and solutions to address the Claymore community needs.
	+ Supporting the Claymore Place Manager and other members of the Claymore Backbone to implement activities related to Collective Impact and the Claymore Place Plan.
 | * Implementing relevant parts of the Backbone work plan.
 |

|  |
| --- |
| **Key Result Area 4 - Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Maintain accurate records of services provided as per the requirements of the funding body.
* Complete a range of administration tasks including internal and external program reports.
* Maintain adherence to all internal and external policies and procedures including contractual obligations, WHS, Privacy etc.
* Complete Continuous Quality Improvement activities as assigned on a monthly basis.
* Submit all program reports and other documentation in a timely and professional manner.
 | * All administration tasks are completed accurately and on time.
* Accurate and timely reports are submitted to both internal and external stakeholders as required including Monthly Reports, service user surveys and Annual Performance Reports.
* Continuous Quality Improvement activities are completed accurately on a monthly basis.
 |

|  |
| --- |
| **Key Result Area 5 - 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.
 |

**Selection Criteria**

|  |
| --- |
| **Knowledge, skills and experience – essential** |
| * 3-5 years’ senior experience in human services
* Significant experience in co-designing community action to complex social issues and or mobilising communities to collective action.
* Tertiary Qualification in allied health profession, social work or equivalent
* Knowledge of the community services sector, including in the delivery of services where deep, concentrated and persistent disadvantage exists
* Experience in service sector engagement and networking
* Excellent analytical, networking and interpersonal skills
* Ability to be adaptable, innovative and solution focused within a changing environment.
* Ability to occasionally work after hours work, including weekends.
 |
| **Knowledge, skills and experience – desirable** |
| * Experience in implementing Collective Impact, Harwood or Place Planning approaches
* Research skills
* Group facilitation skills
* Computer literacy - excel
 |

**Approval**

|  |  |  |  |
| --- | --- | --- | --- |
| **Saeli Masina** |  | **Approval date** |  |