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| **Mission Australia** |
| About us | Mission Australia is a non-denominational Christian organisation that has been helping people 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 Facilitator** |
| Classification | CSW Level 5 |
| Employment type | Fixed Term Contract ending 30th December 2018 |
| Responsible to | Program Manager  |
| Responsible for | Coordination and facilitation of all aspects and development of the Claymore Community Capacity Building Plan, support and/or lead the Community Network Groups  |
| Position Purpose | The Community Engagement Facilitator role exists to engage local residents and community members, government and non-government services to identify, analyse, and mobilise the community to find innovative solutions to address the barriers to community engagement. The Community Engagement Facilitator role will also actively promote social inclusion, prevent domestic violence, child abuse and develop community solutions building on existing strengths, to strengthen local communities.  |
| Key Challenges | This role requires the ability to engage and mobilise the community, as well as identify potential community leaders across all levels of society. This role will actively promote a collective community effort to address issues considered by the Claymore Leadership Forum, and Claymore Backbone as high priorities within the community.  |

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

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| **Key Result Area 1 - Resident engagement**  |
| **Key tasks** | **Position holder is successful when**  |
| * Asset and Community Mapping of resident needs and opportunities
* Develop, build and implement community partnership framework
* Work with the Claymore Backbone to lead or assist place planning incentives that address community concerns, and improve engagement with local services, and residents.
* Work with community networks to lead or support a range of face to face community engagement workshops including preparation of course content, materials, registration and evaluation.
* Work with the Claymore Backbone staff to promote collective impact initiatives through one-on-one and group sessions with residents and stakeholders.
* Identify a range of community programs that require a collective community effort to address community issues such as homelessness, domestic violence and child abuse.
* Liaise with and support the Place Manager and Community Engagement Co-designer to ensure community voice is considered when developing community projects and/or events.
* Respond to any situations of unrest within the group during the program, and seek the support of other resources, management and case managers as required.
 | * Baseline established to identify key drivers and indicators
* Service level asset map available
* Partners agree to drivers and indicators of intergenerational disadvantage
* Services agree to action quick win. Community are aware of and accessing the win
* Service gaps, and assets for greater realisation captured in Community Database
* Increased service integration evidenced by willingness to share resources or tangible mutual activity
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| **Key Result Area 2 - Community engagement and facilitation** |
| **Key tasks** | **Position holder is successful when**  |
| * Facilitate and/or support all Community Network Groups advised by the Place Manager
* Promote a collective effort approach to community projects and/or events led by the Claymore Backbone service.
* Provide support to the Place Manager and Community Engagement Facilitator to implement new engagement models
* Inform collective impact model and development through collaboration with other business units across Claymore community, and agency network groups.
* Leverage evidence and expertise within MA to inform service design and development, including validation.
* Identify means by which experts in service delivery can collaborate in service design and development.
* Collaborate across Claymore community to identify local residents, education, health, government and non-government services to promote community events
* 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
* Increased community engagement.
* Improved local knowledge of services available to residents.
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| **Key Result Area 3 - 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.
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| **Key Result Area 4 - Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Maintain accurate records of services

provided as per the requirements of thefunding 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.
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**Selection Criteria**

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| **Knowledge, skills and experience – essential** |
| * Tertiary Qualification in allied health,, social science, communication, humanities or related field
* 2-3 years communications and/or community engagement experience
* 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
* Experience in engaging with, and mobilising communities
* Excellent analytical, networking and interpersonal skills
* Ability to be adaptable, innovative and solution focused within a progressively changing environment.
* 3-5 years’ experience in community or disability services management , including management of staff and workflow; or comparable and demonstrable experience
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| **Knowledge, skills and experience – desirable** |
| * Experience in designing and implementing Community Development approaches
* Experience in Collective Impact, Harwood, Place Planning or other contemporary community-level intervention frameworks.
* Research and group facilitation skills
* Computer literacy-excel
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**Approval**

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