

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 Officer
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 3
Program:	Hambledon House Community Centre
Reports to:	Program Manager – Hambledon House and Communities for Children
Position Purpose:	<p>The Community Engagement Officer provides support and assistance to the Program Manager to implement Mission Australia's Strengthening Communities Framework at Hambledon House Community Centre.</p> <p>The position is responsible for building formal and informal relationships and partnerships with stakeholders across the Cairns South area and connecting community members and community/special interest groups to the Community Centre.</p> <p>The Hambledon House Community Centre, located in Edmonton in Cairns, provides activities, programs and supports for children and families. In partnership with local services and community groups, the centre delivers activities that promote social connectedness and are a universal access point for individuals and families to get help and support. Mission Australia staff based at Hambledon House also provide family support services on an outreach basis where required.</p>

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

Key Result Area 1	Community Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Proactive identification and networking with stakeholders including families, community agencies, funding providers, government departments, local business and advocacy groups. Support the Program Manager in community consultations to determine strengths, needs and existing resources. Support the Program Manager to plan and deliver local community events. Support the Program Manager to develop a Community Centre work plan and implement the work plan. Empowerment of the local community by encouraging their participation in planning for community by community. Promotion of the Hambledon House Community Centre in the area with all relevant stakeholders. Building relationships and partnerships across the area through engagement with - but not restricted to - community and government services, early childhood services, schools, businesses, academic institutions and community networks. Development of coordinated collaborative responses and partnerships which are sustainable. 	<ul style="list-style-type: none"> Formal and informal partnerships have been established around identified community issues with a wide range of community input. Regular consultation is undertaken with the community to determine strengths, needs and existing resources. Positive feedback is received from the community regarding services, activities and information provided from the Centre.
Key Result Area 2	Program Development and Evaluation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Participation in and contribution to evaluation and research processes to contribute to and support the development and implementation of local data collection. Contribute as required to service reporting obligations. Active participation in planning meetings, staff meetings, internal supervision and developmental activities. 	<ul style="list-style-type: none"> An active contribution is made to service evaluations. An active contribution is made to service reports as required. Participation in planning meetings and contribution to Action Learning processes is achieved. Regular participation in supervision and debriefing. Attendance at training opportunities provided by the service to ensure best practice.

Key Result Area 3	Relationship Management, Networking and Promotion
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain effective relationships with local community groups and local service providers. • Build and strengthen community including supporting the Hambledon House Community Centre Committees. • Support the Cairns South Collective Impact Governance Group. • Participate actively in community network and stakeholder meetings as allocated by Program Manager. • Promotion and information sharing of the services offered at the Hambledon House Community Centre via representation on various bodies, meetings and forums. • Participate and contribute to the development of promotional materials and promotional opportunities where relevant. 	<ul style="list-style-type: none"> • Effective links are developed and maintained with local community, community groups, special interest groups and service providers • Hambledon House is represented effectively and appropriately at community meetings and events. • Effective promotion activities and service materials are created for the centre. • Linkage and connection is created across the Hambledon Committees and other services operating out of the centre. • Committees are supported (agendas, minutes, venue etc.)
Key Result Area 4	Documentation and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Collect and collate relevant community information and data in accordance with funding body requirements and Mission Australia protocols. • Create professional reports and resource materials as needed and requested by the Program Manager for presentation to internal management, external stakeholders, committees, community networks and project groups. • Complete service log books and other administration for the efficient running of the service. • Participate in relevant reviews, evaluations and audits as requested by the Program Manager and/or the funding body. 	<ul style="list-style-type: none"> • Relevant Systems are maintained in required timeframes and updated regularly. • A contribution is made to service reports as required. • Log books and site administrative tasks are completed accurately and on time. • All paperwork is completed and correct and kept as required. • All required administration tasks such as personal calendars, car rosters, consent forms and all program documentation are completed accurately and in a timely manner. • Administration tasks and information are kept and maintained in accordance with ethical principles and relevant legislation.

Key Result Area 5	Team Participation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Share knowledge of local networks and best practice with other team members. • Provide support, mentoring and skills development in community engagement, partnership development, collaborative practice and capacity building to other team members. 	<ul style="list-style-type: none"> • Knowledge of local networks and best practice is shared with other team members. • Feedback is provided by team members indicating that they have gained an increased knowledge and understanding of community engagement, partnership development, collaborative practice and capacity building.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

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

- Relevant tertiary qualification or a relevant Associate Diploma or certificate, or other appropriate qualifications acceptable to Mission Australia.
- Relevant experience working with cross sectorial community engagement and community development initiatives. Experience and knowledge in working within the Cairns South region and understanding of current data and evidence relating to local community indicators would be highly regarded.
- Demonstrated knowledge and experience in community development, coordinated approaches, community engagement frameworks and partnership development.
- Experience working with vulnerable and diverse communities.
- Strong interpersonal skills including the ability to build and maintain sustainable internal and external relationships.
- Strong written communication skills including the ability to write reports and develop resource materials.
- Strong organisational skills and the ability to manage time effectively.
- Proficient administration skills and the ability to analyse data.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- Alignment to the values of Mission Australia.

Key challenges of the role

- Generating and maintaining quality relationships with the Cairns South Community and other external organisations within the community, Government and private sectors.
- Building and supporting Community capacity and capability.
- Development of coordinated collaborative responses and partnerships which are sustainable.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Current Senior First Aid Certificate

Approval Margaret Osmond

17 June 2020

Manager name

Approval date