

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain 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."</i> (1 John 3:18)</p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Community Engagement Officer
Status:	Permanent Full Time
Reports to:	Community Development Manager
Position Purpose:	<p>To build the capacity of the community through MA's model of Community Engagement – Strengthening Communities within a community housing context.</p> <p>As part of the Community Development team this role will work closely with the Housing Services and Assets teams to provide an integrated service delivery approach, and will report to Housing's Community Development Manager.</p> <p>The Community Engagement Officer will be responsible for building and delivering a Community Engagement Plan with tenants, residents, the surrounding community, support services, and with internal and external stakeholders. The Community Engagement Plan will form part of the local Community Development Plan with a 'whole of community' approach.</p>

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

Key Result Area 1	Tenant & Community Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Actively encourage team members to engage with tenants to encourage participation in Housing and Community programs and initiatives. • Actively contribute to developing and implementing strategies that connect tenants to additional supports where a need is identified. • Participate in discussions to develop responses to adverse tenant feedback. • Manage informal and formal appeals and complaints with a view to empowering tenants and residents, and seeking continuous quality improvement. • Enable successful community and tenant engagement activities through clear community development planning objectives, provision of appropriate tools and resources, and adequate project budgets, in consultation with the Community Development Manager. • Work closely with new and existing tenant and community groups. • Provide input into tenant communications with local Community Development team, Operations team and the Communications Officer to tailor engaging communication resources and collateral appropriate to community needs. • Work closely with the wider Housing team to facilitate successful Tenant Engagement Strategies, in order to educate and equip new residents with all relevant information. • Strong collaboration with TAS Community Development Manager, Community Chaplain and the National Manager, Community Development to develop and deliver on key community and tenant needs • . 	<ul style="list-style-type: none"> • Tenants, residents and community partners are actively engaged in the organisation and delivery of community programs, and activities. • Engagement strategies to support tenants to address their needs are developed and implemented throughout the year. • All adverse tenant feedback is appropriately addressed. • Appeals and complaints are encouraged, managed efficiently and outcomes used to improve services. • Communication collateral for community and tenants is regularly and efficiently produced including (but not limited to) newsletters, fact sheets and information flyers. • New tenant and resident groups are set up and the existing Resident Committee continues to be supported as community champions and advocates. • The work of the Community Engagement Officer and Community Chaplain is successfully embedded within the community and objectives of their plans feed in to and meet the objectives of the broader Community Development Plan. • Capacity building opportunities and training are tailored and delivered locally and through outreach programs. • Tenant and community engagement strategies are delivered successfully in partnership with the Housing team • New tenants feel welcomed and informed through engagement strategies applied. • New tenants feel a part of the Housing community.

<ul style="list-style-type: none"> Plan and facilitate ongoing opportunities for all residents to engage with each other meaningfully 	
Key Result Area 2	Project & Risk Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Contributes to local area planning and managing engagement projects. Able to assess materiality of risks and issues for community engagement activities and risks. Defines clear roles and responsibilities and holds team accountability for delivery of engagement activities. Can use event management tools to deliver community engagement events and activities. Able to take the lead in community and with stakeholders in developing end-to-end community engagement plans for cross sector projects, activities, events and forums with clear roles and responsibilities identified. Monitors progress of deliverables and outcomes against plans and timeframes. Able to report on project status and provide thorough evaluation and analysis of project outcomes, internally and across partners to increase community engagement capacity. 	<ul style="list-style-type: none"> Engagement activities and risks are initiated and managed that align with changing circumstance, trends and opportunities within the community. Risk management plans for activities are regularly reviewed, updated and communicated to stakeholders; including COVID-safe plans where required. Leadership is demonstrated when confronted with issues and risks to the business and solutions are developed. Regular reports are provided on project and community engagement outcomes as a part of these projects. Community engagement success and failures/challenges are built on and learned from. Community groups and members have the capacity to plan, deliver and manage engagement activities on behalf of Housing. Community engagement activities/events align to Mission Australia's reputational brand and marketing objectives.
Key Result Area 3	Stakeholder Engagement & Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Create and build constructive strengths-based relationships with residents and community stakeholders through effective listening, cultural sensitivity, broad inclusion, strategic engagement and capacity building, with a view to facilitating self-sustaining and community-led community engagement activities and programs. Work with Community Development Manager to develop a strategic plan for managing community partnerships in line 	<ul style="list-style-type: none"> Constructive and respectful relationships are built with Housing staff and other stakeholders and the values of Mission Australia are upheld. Future direction of community engagement needs are accurately anticipated and communicated to team members. Regular meetings with community partners are conducted and feedback is sought. Engagement activities are held with tenants and support agencies.

<p>with Mission Australia's Partnership and Strengthening Communities Framework.</p> <ul style="list-style-type: none"> • In collaboration with the local Operations team, identify, create, and manage community stakeholder partnership opportunities. • Maintain a current and up to date external and local community partnership register. • Foster community partnerships that facilitate tenant and Housing's participation in local events and programs. • Facilitate community connections that support tenant or tenant committee-led events and activities. • Develop strong working relationships with a diverse range of community services and organisations across local communities. 	<ul style="list-style-type: none"> • Community networks and resources are created, expanded and leveraged. • In collaboration with the Community Development Manager a community assets and partnership map is created, maintained and shared with team. • All Housing staff are encouraged and influenced to support and be involved in community engagement activities. • Tenants and community residents are linked and supported to engage with a variety of opportunities to participate in activities that improve wellbeing, access to training, education and employment and build community cohesion.
Key Result Area 4	Integrated Service Delivery
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work within a framework of Integrated Service Delivery by supporting the Housing and Assets teams through an integrated service delivery approach that encourages cross-team collaboration to achieve positive outcomes. • Work collaboratively to deliver on Housing's aim of setting up tenants, staff and stakeholders for success. • Drive a national and consistent approach to community engagement with local context across the three service stream teams (Housing, Assets and Community Development). • Participate in the operations of Housing by providing engagement support to Housing Services and Assets driven projects. • Contribute to the articulation of Strengthening Communities through participation in tours, discussion groups and presentations, informing all levels of management and operations of why and how Strengthening Communities is practiced within a Housing context. • Support the Community Development Manager through regular and open communication and contribute to national goals and strategies. 	<ul style="list-style-type: none"> • Integrated Service Delivery is embedded across the Housing Team. • Community Development engages and collaborates effectively with Housing Services and Asset Teams. • Positive working relationships are established across all areas of the Operations team. • National processes involving community engagement are developed and implemented across Housing that provide for local context. • Productive and proactive attendance at team meetings and team events. • A clear understanding of and support for the Operational team and Housing's objectives. • Thorough understanding within the Community Development team of the services that Housing Services and Assets teams provide, including policy and regulatory expectations, and limitations within Community Housing that impact community engagement activities, programming and communications.

<ul style="list-style-type: none"> • Work with the wider Housing team to regularly capture the experience of Housing's work in relevant communities. • Target improvement to tenant satisfaction overall with particular focus on the areas of safety and security, asset upgrades and neighbourhood improvement. • Foster an environment where collaborative leadership is encouraged and facilitated, both in the workplace and in the community. 	<ul style="list-style-type: none"> • Individuals across the organisation can describe and identify the objectives, practices and purpose of community engagement as a critical part of Community Development/ Strengthening Communities. • Integrated projects in collaboration with Housing Services and the Assets teams are completed successfully to tenant and community satisfaction, leading to an improvement in satisfaction scores.
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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 and Mission Australia Housing 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; and
- Actively support Mission Australia's Reconciliation Action Plan and Environmental Sustainability and Diversity Strategies.

Recruitment information

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

- Tertiary qualifications in a related field.
- Extensive experience in community development/engagement, community housing or community services.
- Understanding of government contracting and funding mechanisms.
- Demonstrated analytical and problem-solving abilities.
- Demonstrated high-level written and oral communication skills.
- Demonstrated ability to act with initiative and create solutions to presenting problems that meet a range of stakeholder's needs.
- Experience working with and for communities in a self-reflective and creative way that facilitates community self-determination.



- Experience in community consultation, conflict resolution, facilitation, partnership development and project management.
- Legislative knowledge and adherence: ability to work in accordance with the Privacy Act, EEO and Anti-Discrimination
- Ability to work independently and collaboratively using principles of integrated service delivery.

Approval

Sarah Trant

7 July 2021

Manager name

Approval date