



POSITION DESCRIPTION

Position Title	Aboriginal Community Engagement Facilitator (Place Based Lead)	Department	Australian Programs/NSW
Location	Kempsey / Narooma	Direct/Indirect Reports	2 + Casuals
Reports to	Regional Operations Manager	Date Revised	December 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0019454

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ Position Summary

The Aboriginal Community Engagement Facilitator Place Base Lead will seek to improve the wellbeing of those experiencing vulnerability within Place base site and surrounding communities. This will occur through a place-based community development focus that works to strengthen the capacity of the community and individuals to plan for, and respond to, local needs and aspirations.

The position will build effective partnerships with community members and community stakeholder groups that build a consistent and collaborative approach to working in partnership with the Aboriginal community.

The position is responsible for the alignment of Red Cross projects, programs and lead and direct Red Cross in ways of working within the place-based approach.

■ Position Responsibilities

Key Responsibilities

- Within a place-based community development framework, work to strengthen the capacity of the local Aboriginal community to be able to plan for and respond to their local needs and aspirations
- Build and facilitate interagency partnerships to improve access to services that address needs and provide localised solutions
- Implement, monitor and evaluate existing and new initiatives applying the Red Cross project management cycle
- Ensure that responses are developed in a culturally appropriate manner that maximises the involvement and decision making of the Aboriginal Community, and upholds the Fundamental Principles
- Ensure an ongoing co-design approach for the design, delivery and review of all place based initiatives
- Identify and develop strategies to increase and provide on-going support for Aboriginal and Torres Strait Islander volunteers across all areas of Red Cross work
- Complete accurate data collection in CCM (Client Case Management) monthly reports and provide information on programs and projects in a timely manner as required

- Undertake professional development and training as required
- Participate in the ACT/NSW Aboriginal and Torres Strait Islander Leadership Group to support progressing of the strategic priorities of the work plan aligned with Strategy 2020.
- Coach, mentor and develop direct reports in order to achieve both financial and non-financial outcomes
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Ensure Red Cross information is readily available to customers.

■ Position Selection Criteria

Technical Competencies

- Experience in managing both staff and volunteers (highly desired)
- Demonstrated experience, knowledge and understanding of Aboriginal and Torres Strait Islander communities particularly strategies to work in a strengths based way being led by community
- Experience working with vulnerable and at risk individuals and communities
- Ability to engage and communicate with individuals and groups, tailoring communication to suit the specific group and situation
- Ability to work effectively autonomously and as part of a team
- Mentoring and facilitation skills and experience
- Demonstrated ability to work collaboratively with internal and external stakeholders at various levels, establishing and maintaining strong partnerships that will benefit the community
- Proven highly developed organisational and time management skills
- Excellent records management, general office administration and proficiency in MS Office and databased.

Qualifications/Licenses

- Current drivers licence
- A Working with Children check is a mandatory requirement for this role
- First Aid (desirable)

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.

- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters