

Mission Australia

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| About us: | <p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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: | End homelessness and ensure people and communities in need can thrive. |

Position details:

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| Position Title: | Community Engagement Specialist |
| Executive Function: | Community Services |
| Award/Agreement: | Service Delivery Enterprise Agreement |
| Classification: | Employment Service Delivery Employee |
| Level: | Level 2 |
| Business Unit/Program: | Employment Services, Transition to Work (TtW) |
| Reports to: | NT – Area Manager QLD – Program Manager NSW – Program Manager |
| Position purpose: | The Transition to Work Community Engagement Specialist (CES) engages between the Department of Education Skills & Employment (DESE), regional employment, education and community partners to best identify, strengthen and develop opportunities to meet the education, training, employment and wellbeing needs of our young people and their communities. |

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

| Key Result Area 1 | Child and Youth Safe Practice |
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| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none">• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.• Comply with core responsibilities set out in the MA Child & Youth Safe policies, | <ul style="list-style-type: none">• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.• Sound application of policy to child and youth safe practice is demonstrated. |

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| <p>procedures and supporting documents to practice as required by the role.</p> <ul style="list-style-type: none"> Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. | <ul style="list-style-type: none"> Concerns about the safety and wellbeing of children and young people are identified and responded to effectively. |
| Key Result Area 2 | Community & Participant Engagement |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> Contribute to the development, implementation and successful delivery of co-designed youth and community engagement strategies for TtW. Partner with local community groups to strengthen career- focused initiatives and increase opportunities for TtW youth. Engage with local schools, RTO's and other education providers to identify and establish opportunities and access for TtW youth and communities. Engage with local/regional social & emotional wellbeing and community service partners that provide services to young people and families to embed TtW in the community. Identify potential TtW outreach and service growth initiatives through strong and consistent consultation with communities across the region. | <ul style="list-style-type: none"> Strategies are evidence-based, and relevant to the needs of the community. Strategies are inclusive of client voice. TtW youth and communities alike, benefit from our work in partnering and strengthening through increased participation and connection to community. Education and training providers work closely with TtW to meet the needs of young people and increase their work readiness. TtW is an active contributing community stakeholder, embedded in the local community. TtW is able to best meet community needs through responsive service delivery guided by co-design and consultation. |
| Key Result Area 3 | Business & Service Sector Engagement |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> Work alongside the Program Manager to drive business growth & development and maximise future business opportunities in TtW. Undertake a range of sales and marketing activities including cold calling, client visits, reverse marketing of clients (over the phone and face to face) and other sales activities in order to drive placements within the region. Develop & maintain external business/industry relationships, including key stakeholders and influencers in local communities. Organise place-based service initiatives for TtW with key stakeholders. | <ul style="list-style-type: none"> Opportunities are identified early, and business development leveraged for the benefit of TtW participants and MA sites. Sales and Marketing activities are undertaken which results in the achievement of placement targets. Collaborative relationships with key stakeholders are established and maintained. Place based networking results in mutually beneficial outcomes. Regular attendance and representation at key networking events produces beneficial and meaningful outcomes. Increased awareness and utilisation of program in business and services sector. Effective partnerships and collaborative projects strengthen the TtW program in community. |

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| <ul style="list-style-type: none"> • Speak and present internally and externally to represent and promote the TtW and Mission Australia. • Attend key networking events organised by the Chamber of Commerce, industry groups etc. • Collaborate with DESE on local employment opportunities including but not limited to local job fairs. • Work government and non-government stakeholders in the Local Jobs Program. • Develop tools and resources and/or business improvement strategies to support the growth of the TTW contract. • Establish a strong knowledge of the local employment market and identify suitable clients to meet local business needs. | <ul style="list-style-type: none"> • Strengthened community responses to youth unemployment through collaborative and collective action against regional employment strategies. • Tools, resources and/or business improvement strategies are developed and implemented which result in grow the TTW contract. • Knowledge of the local employment market is kept up to date. • All monthly KPIs are met. |
| Key Result Area 4 | Program Support |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Assist the Program Manager in providing useful information about Australian careers, labour market trends and employment to TtW staff. • Research and contribute to creative options for addressing barriers to participation in education, training & employment for TtW youth through a range of activities. • Alongside the Program Manager, become a key contact for TtW sites and local community & industry initiatives. | <ul style="list-style-type: none"> • The TtW staff operate as a holistic team sharing knowledge and wisdom for the betterment of service delivery. • TtW is creative and innovative in working with youth to overcome challenges. • The CES is embedded in the local community and sustains partnerships that benefit both the youth and the community. |
| Key Result Area 5 | Administration & Compliance |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Assist TtW Management to maintain and update the community engagement strategy. • All required administration is accurately recorded in relevant IT systems in a timely manner. • Record all interactions with stakeholders and update stakeholder contact lists as required. • Complete a range of internal and program reports relevant to the role and contribute to data and external reporting for the program. | <ul style="list-style-type: none"> • Community Engagement Strategy document is relevant and updated regularly. • All information is captured in relevant systems and satisfies audit, review & compliance. • Database reflects and captures relevant data and stakeholder detail for TtW use. • Reporting is accurate, timely and supports effective internal monitoring, compliance, evidence gathering and data analysis for TtW. • Compliance with MA, funder and regulatory bodies is maintained. |

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| <ul style="list-style-type: none"> • Comply with all internal & external policies and procedures including contractual obligations, WHS, Privacy, EEO, Childsafe & Disability Service Standards. • Maintain a thorough understanding of contract guidelines and changes through regular use of internal and external bulletins, communications, and liaison with program management. | <ul style="list-style-type: none"> • Contract or guideline changes are implemented as and when they become effective. |
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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.)
- 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

- A relevant tertiary qualification (Youth, Employment Services, Social Science, Community Engagement) or a related discipline (highly regarded).
- Experience in community engagement, networking and implementing community development strategies.
- Previous experience working with vulnerable youth from a variety of different backgrounds and levels of disadvantage.
- Experience working with Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities (highly regarded).

- Strong listening and engagement skills including the ability to build and maintain relationships with internal and external stakeholders.
- Sound written communication skills and the ability to present information and file notes clearly and concisely.
- Strong organisational skills and the ability to manage time effectively.
- A sound level of computer literacy including proficiency in Microsoft Office packages and other operating systems.
- A positive team player who looks for ways to improve current work practices and processes.
- Demonstrated professional approach to the role including maintaining professional boundaries and confidentiality.
- The willingness and ability to travel within the Region.

Additional requirement of the position

It is a requirement of the position that the position holder have a myGovID account (set up at a minimum of standard strength) and use this account via the myGovID app to facilitate login to online systems for work purposes.

Key challenges of the role

- Sustaining business and industry appetite for youth employment initiatives.
- Generating and maintaining quality relationships with multiple external organisations that develop opportunities to meet the education, training, employment and wellbeing needs of the young people in the TtW program.

Compliance checks required

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| Working with Children Check | <input checked="" type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| National Police Check | <input checked="" type="checkbox"/> |
| Driver's Licence | <input checked="" type="checkbox"/> |
| Reasonable evidence of full vaccination against COVID-19 | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Approval Lily Jin, National Manager Performance and Compliance 4 May 2022

Manager name

Approval date