

# Position Description

<b>Title</b>	Communication Support Officer
<b>Business unit</b>	Communities for Children
<b>Location</b>	413-419 Camp Road, Broadmeadows Victoria 3047
<b>Employment type</b>	Full-time, Maximum term
<b>Reports to</b>	Senior Manager, Communities for Children

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

Communities for Children is part of the Australian Government's Family Support Program, funded by the Department of Social Services. Communities for Children (CfC) has a commitment to work with the most disadvantaged and vulnerable children and their families within Hume. The program is administered by Uniting Vic.Tas (Uniting), and Uniting acts as facilitating partner in a direct relationship with DSS.

The Communication Support Officer supports the development and implementation of the CfC Communication & Advocacy Plan for the CfC Hume Program. Where needed, the role extends support to Community Development projects in Shepparton. The role prepares articles for and regularly updates the CfC web portal, that would stimulate resource exchange amongst and capacity-building of funded Community Partners. It produces fliers, video-clips and regularly updates resource sheets for the program promotion, as well as presentation materials for various audiences. The position will liaise with the Digital and Marketing Team who will mainly produce the communication templates (Flyers, pamphlets, social media content, presentations etc.) and/or provide organisational standards and guidelines for producing them. The position will monitor the consistency of the information for the funded projects' use of collaterals with the CfC program requirements.

## Position Description

### Communication Support Officer

This role regularly coordinates with other CfC Hume staff, and from time to time with other Uniting programs, Community Development staff (Hume and Shepparton) Community Partners.

The position also provides program administration support.

## 2. Scope

### Budget:

*nil*

### People:

*nil*

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## 3. Relationships

### Internal

- Uniting employees
- CfC Hume Senior Manager
- CfC Monitoring & Evaluation Officer
- CfC Senior Program Facilitator
- Digital and Marketing Team
- Community Development staff (Hume and Shepparton)

### External

- Community Partners
  - Community services in Hume
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## 4. Key responsibility areas

### Program Administration

- Develop and maintain filing requirements ~~locally~~ and as per the centralised filing system.
- Conduct audit of the files on regular basis (monthly).
- Draft minutes of meeting and reports, as required.
- Track and request the disbursements for the contracted funding provided to community partners.
- Coordinate with external agencies and providers regarding financial payment/requisitions.
- Assist and provide support to program team and community partners from time to time, for program meetings, community events, and community of practice sessions.

### Communication

- Collect data and materials from reports, emails and similar sources, for content development and publication in the web portal.
- Planning, creating, updating and publishing relevant content in the web portal.
- Maintain a database of photos, case studies and similar products from funded projects for use in reports and collaterals.
- Maintain a database of resources, i.e., reports, evidence-based approaches, etc. that would be useful to funded projects and annual CfC program planning.
- Liaise with Digital and Marketing team for the key communication policies, guidelines, and templates.

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### Communication Support Officer

#### Advocacy

- Develop and implement the Communication and Advocacy Plan that effectively conveys the vision and objectives of the CfC Hume Strategic Plan 2022-2026 in preventing family violence, helping children reach their full potential, and fostering community cohesion.
- Create content such as social media campaigns to promote advocacy issues such as the social inclusion of Aboriginal and Torres Strait Islanders, CALD community, LGBTIQ+, People with Disability, Fathers' engagement.

#### Program coordination and Support

- Collaborate with and from time to time provide communications advisory and technical skills to Community Partner organisations especially in promoting their CfC programs and services.
  - Assist in building and maintaining relationships with various stakeholders by representing CfC in network meetings and local events; and utilising high-level communication and interpersonal skills with CfC Governance, Community Partners, service providers, and the local community.
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#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation
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#### 5. Performance indicators

- Ability to meet deadlines in core tasks that may impact CfC program funding obligations for the Department of Social Services.
  - Ensure accuracy and excellent communication standards - when sending information, developing content, and maintaining program database.
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## Position Description Communication Support Officer

### 6. Person specification

#### Qualifications

- Mandatory: Undergraduate degree in Communication, Media, Developmental Journalism, community development or similar field.

#### Experience

- A minimum of one year of experience in content development, social media/web layout and management.
- Experience in community development or community services setting (desirable).
- Demonstrated ability to use discretion with confidential information.
- Prior experience in gathering data through different types of research.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed interpersonal, liaison and collaboration skills.
- Excellent written communication skills, especially in producing content for social media/web publication and drafting collaterals;
- Ability to work efficiently and effectively, both autonomously and as part of a team.
- High level of competence in program administration and system development.
- High level of computer literacy, ability to prepare reports and maintain records.
- Well-developed computer skills in MS Office suite.
- Demonstrated capacity to relate to a range of stakeholders.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: