

JOB DESCRIPTION

1.0 POSITION DETAILS

Position Title	:	Community Engagement Officer
Present Incumbent	:	N/A
Classification	:	Level 3.1 SCHADS Award \$32.54 per hour
Organisation	:	Victoria Park Community Centre
Area	:	Community and Cultural Engagement
Location	:	248 Gloucester Street, East Victoria Park 6101
Employment Status	:	Part Time
Hours of Employment	:	<i>Between 8:00am and 5:30pm, Monday to Friday, as negotiated.</i> There is an expectation of being available to work reasonable additional hours as required.

2.0 POSITION RELATIONSHIPS

Responsible to	:	Centre Manager
Responsible for	:	Nil

3.0 POSITION OBJECTIVES

Assist the Centre Manager in the building of positive relationships, establishing professional links and development, implementation and review of relevant community initiatives related to Community Development and Cultural Engagement for diverse cross sections of the community, including initiatives that are age friendly, promote disability access and inclusion, engage Culturally and Linguistically Diverse (CaLD) and migrant groups, youth, lgbtqia+ and other targeted outreach within the Town of Victoria Park.

4.0 PRINCIPAL DUTIES AND RESPONSIBILITIES

- 4.1 Assist the Centre Manager in the promotion and building of professional and community relationships with local people and groups, ensuring engagement strategies support the Victoria Park Community Centre's relevant Strategies and Plans.
- 4.2 Provide administrative assistance to the Centre Manager with the implementation, ongoing review and evaluation of the Centre's Access and Inclusion Plan, Program Logic Model and other relevant Plans, including regularly reporting progress against Key Performance Indicators as required.

- 4.3 Attend and provide administrative support, including coordination of any required follow up actions, resulting from relevant internal and external stakeholder meetings with the relevant advisory and community Groups.
- 4.4 Undertake projects as required by the Centre Manager, implementing actions in collaboration with relevant stakeholders as appropriate.
- 4.5 Aid the Centre Manager with the researching, preparation, and acquittal of relevant funding applications.
- 4.6 Identify and utilise local community assets and resources and develop strategic partnerships with service providers and community members to facilitate training, skill development, support and access to relevant services to build capacity of targeted groups and the broader local community.
- 4.7 Assist the Centre Manager with the identification and implementation of relevant initiatives that contribute to the implementation of the Centre's Strategies and Plans where required.
- 4.8 Liaise as required, with the Centre Manager and Accounts and Facilities Officer on the identification and implementation of a range of relevant communication strategies to ensure information and feedback is distributed widely and successfully and the Centre's activities are promoted appropriately, including information contained on the Centre's Website and other social media platforms.
- 4.9 Aid the Centre Manager on the identification and facilitation of significant community events for target groups,
- 4.10 To partner with internal and external stakeholders to work towards accessing prevention and support services to address emerging social issues associated with the target groups
- 4.11 Liaise as appropriate, with internal and external stakeholders on the promotion of inclusiveness of target groups within the broader community and assist with increasing awareness of the benefits of building an accessible, inclusive and an age friendly community centre.
- 4.12 Attend as required, relevant organisational and community meetings and networking forums and represent the Centre as appropriate.
- 4.13 Liaise with other organisational officers, associated organisations, agencies, community groups, government departments and other relevant stakeholders as required to provide a complimentary and coordinated approach to the delivery of the Centre's relevant Strategies and Plans to the community.
- 4.14 Prepare regular and ad hoc reports and impact case studies as required, identifying, and referring significant trends and issues to the Centre Manager.
- 4.15 Provide input and monitor relevant program budgets, as required by the Centre Manager.
- 4.16 Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, information, quality, client dignity and cultural awareness standards.
- 4.17 Assist the Centre Manager in the development and review of relevant organisation policies and procedures to ensure ongoing relevance.
- 4.18 Receive public and general enquiries, complaints and correspondence, taking appropriate action in line with established policies and practices with the aim of maintaining a strong customer focussed service.

- 4.19 Comply with the Centre's Equal Opportunity, Discrimination, Harassment and Bullying Policies at all times.
- 4.20 Follow and comply with all Occupational Safety and Health and Environment policies and procedures to ensure personal safety and the safety of others is always maintained, including the reporting of unsafe practices or hazards to supervisors or OS&H Representatives, whilst protecting the environment and ensuring prevention of pollution.
- 4.21 Exercise appropriate authority whilst acting in the best interests of the City, its customers, and the Community, meeting legislative and operational requirements.
- 4.22 Undertake other duties as directed by the Centre Manager, within the scope and level of this position.

5.0 POSITION REQUIREMENTS

Essential

- 5.1 Demonstrated experience working with diverse community groups and stakeholder organisations including engaging and building relationships, networks, and partnerships.
- 5.2 Demonstrated knowledge and understanding of issues relating to local people and relevant community groups including social, health and community needs.
- 5.3 Previous experience implementing asset-based community development models and practices.
- 5.4 Demonstrated experience facilitating or coordinating local community events including some exposure to promotional activities.
- 5.5 Well developed interpersonal, negotiation and conflict resolution skills with the ability to communicate with a wide range of people as well as specific target groups, to ensure delivery of a high level of customer service.
- 5.6 Previous relevant administrative experience with proven organisational skills and ability to effectively prioritise multiple tasks to meet deadlines, whilst applying attention to detail and completing tasks to a high level of accuracy.
- 5.7 Ability to research and write letters, reports and submissions to the required level including exposure to evaluating programs and strategies.
- 5.8 Ability to exercise initiative and good judgement as required, applying the appropriate level of discretion and confidentiality to the role.
- 5.9 Ability to work effectively both as a member of a small multidisciplinary team and autonomously under minimal supervision.
- 5.10 Possession of, or progress towards, a relevant qualification in social sciences, community development or a related field or equivalent relevant experience.
- 5.11 A good understanding of Occupational Safety and Health requirements, as they relate to this position.
- 5.12 Proven ability to utilise personal computer applications, in particular the Microsoft Office suite of products (i.e. Word, Excel, Outlook) and preferably including experience with an electronic Records Management system and specialised operational programs. Ability to manage social media accounts and update website content including being able to adapt content to be accessed in an online format should the Centre be closed for any reason (e.g. COVID lockdown)

- 5.13 Possession of or ability to acquire a current motor vehicle driver's licence.
- 5.14 Possession of, or the ability to acquire, a satisfactory National Police Clearance Certificate (dated within the last twelve months) and a Working with Children Check.

Desirable

- 5.15 Knowledge of the local area and relevant local services and/or the ability to identify and develop support networks for relevant community groups.
- 5.16 Ability to effectively work with and/or supervise volunteers
- 5.17 Exposure to budgeting and funding processes.
- 5.18 Ability to utilise personal computer applications including Canva, Facebook, Instagram etc.

6.0 CONDITIONS OF EMPLOYMENT

- 6.1 General conditions of employment are in accordance with the SCHADS Award.
- 6.2 *Hours of work will generally be between 8.00am and 5.30pm, Monday to Friday, working a minimum of Fifty (50) hours per fortnight, as negotiated. There is an expectation of being available to work reasonable additional hours as required, to meet the operational requirements of the position. Any additional hours worked will be compensated by time in lieu or paid overtime and must be negotiated with the Centre Manager.*
- 6.3 The Victoria Park Community Centre is an equal opportunity employer and enjoys a smoke free working environment.
- 6.4 Proof of double vaccination will be required, with booster information to be supplied as soon as possible.