Position Description

Title: Community Engagement Worker

Business unit: Komak, Community Programs, Southern Melbourne

Location: 51 Princes Highway, Dandenong

Employment type: Part time (45.6 hours per fortnight) | Maximum term (3 months)

Reports to: Team Leader – Community Programs

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

Uniting has been funded by Department of Health and Human Services (DHHS) to implement the Community Engagement Early Response Model (Komak) in partnership with community stakeholders. "Komak", means "help" or "support" in Dari, and provides prevention and engagement activities in the Afghan community to increase inclusion and belonging, and strengthen community capacity and resilience.

Komak also provides early intervention opportunities for parents, peers, community members and service providers to support individuals, particularly young people, who may be vulnerable to anti-social behaviours, including violent extremism. Elements of the Komak program include:

- Referral and support
- Community engagement
- Early response & prevention
- Maintenance of a Local Reference Group to guide and monitor program implementation
- Expert consultation and support panel
- Evaluation of the program

Occasional travel may be required to various Uniting sites (across the South East).

Scope

Budget: *nil*

People: *nil*

Position Description

Community Engagement Worker

Relationships

Internal:

- Team Leader – Community Programs
- Other Team Leaders
- Program Managers
- Other Uniting staff members as required

External:

- Department of Health and Human Services personnel
- Agency and community representatives as required

Key responsibility areas

Service delivery

- Promotion of Komak and other services to community members and key stakeholders, to raise awareness of the service
- Referral of community members to appropriate support services
- Family and community outreach
- Provide support to the Team Leader to deliver Komak-specific activities to respond to gaps in service delivery and enhance social cohesion
- Develop and assist with social and cultural events to support the local community and improve connections to services
- Provide support to deliver culturally appropriate and responsive services
- Support volunteer and community capacity to respond effectively to community needs and concerns, including varying forms of anti-social behaviors
- Ensure that services are client focused and service delivery is compliant with all regulatory standards and funding requirements
- Deliver workshops and training sessions to community members and professional stakeholders
- Entry of performance data and maintain accurate and up-to-date case notes;
- Develop collaborative relationships with other agencies providing client services;
- Liaise with schools and network service providers
- Broker services appropriate to the families' needs
- Advocate for families to access appropriate services
- Participate in regular supervision with supervisor
- Set priorities and manage time appropriately
- Other projects as required

Quality and risk

- Comply with relevant Occupational Health and Safety standards
- Ensure Child Safety at all times; raise and report any concerns about Child Safety immediately

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.

Person specification

Qualifications

- A degree in Social Work, Psychology or a related tertiary qualification relevant to child and family welfare
- Victorian Driver's Licence

Experience

- Demonstrated experience or interest in working in the field of preventing violent extremism
- Demonstrated understanding of the issues that 'at risk youth' experience
- A commitment to the family-centered approach and the family strengthening and empowerment models of practice
- A sound understanding of the 'Best Interests' framework and Child Youth and Family Act (CYFA) 2005
- Understanding of Afghan ethnic diversity and inter-ethnic historical dynamics
- The ability to communicate in Afghan languages will be highly regarded
- Project experience, and experience working in community development (desirable)

Technical competencies

- Ability to engage young people and families and to provide outreach services, sometimes in a difficult or stressful context
- Demonstrated ability to work flexibly to meet the current needs of families, young people and children
- Proven track record of taking initiative and ownership for work responsibilities
- Proven ability to work collaboratively with families to meet and achieve goals including developing action plans
- Well-developed written and verbal communication skills, including the ability to prepare for and conduct case plan meetings and implement agreed actions
- Demonstrated organisational and time management skills
- Solid ability in computer literacy including Microsoft packages

Core selection criteria

- ***Values alignment:*** ability to demonstrate and authentically promote Uniting's values
- Personal Attributes:
  - Self-confident, focused and clear about purpose and ability to set appropriate personal boundaries
  - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen
  - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement
  - Cooperative: Demonstrates team behaviors striving for co-operative and professional relationships
  - Conscientious: Responsible, dependable, organised and persistent
  - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development
  - Professionalism: Professional, confident, focused and clear about purpose
  - Team Player: strives for cooperative and professional relationships
  - Action oriented – works autonomously

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.