

Title	Community Engagement Officer
Business Unit	Home and Community Care Program for Younger People (HACC PYP), AOD, Mental Health & Carer Services
Location	160 Whitehorse Road, Blackburn
Employment type	Full time Maximum term
Reports to	Team Leader, HACC PYP

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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

The Home and Community Care Program for Younger People (HACC-PYP) supports people from birth to 65, and Aboriginal and Torres Strait Islander people from birth to 50, to live independently at home if their capacity for independent living is at risk due to a health event or where they are living with an ongoing condition and need one off, intermittent or ongoing support.

HACC-PYP is funded by the Department of Health and managed by the Victorian Department of Families, Fairness & Housing (DFFH). HACC PYP funds assistance with daily activities, including personal care, dressing, preparing meals, house cleaning and property maintenance. HACC-PYP may utilise volunteers or paid staff to support eligible clients.

The Community Engagement Officer will engage with the community and external service providers to understand the needs of the community and support the development of innovative and creative service delivery programs. The role will be fundamental in strengthening referral pathways and considering opportunities to renegotiate service mix, targets, and funding to better meet the needs of eligible consumers.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- HACC PYP team
- Support for Carers Program team
- Carer Gateway team
- Quality and Compliance team
- Community and External Relations team
- Service Delivery Leaders and staff

External

- Potential consumers
- Referral sources
- External service providers
- Funding bodies

4. Key responsibility areas

Project and engagement management

- Engage with the community and external service providers to understand potential gaps in service delivery
- Development and implementation of program service offerings
- Undertake project management tasks, including research, planning, management and governance support
- Support a voice for consumers and enable a consumer perspective in Uniting service planning, design, delivery, monitoring and evaluation
- Create and develop resources including guides, policies/protocols, forms, marketing and communications material, advocacy, and training content
- Assist with the preparation of program budget in liaison with management

Community Outreach and Partnership

- Identify, establish, and nurture strong partnerships with community organisations, youth groups, local authorities, and other relevant stakeholders to enhance community engagement and support for younger people
- Act as a liaison between the HACC-PYP and the local community, fostering open communication and collaboration to meet the specific needs of program participants

Advocacy and Cultural Sensitivity

- Advocate for the needs and rights consumers accessing HACC PYP services, ensuring that services are culturally sensitive, inclusive, and accessible to all members of the community
- Work to remove barriers and address systemic issues that may hinder young individuals' access to care and support

Communication

- Utilise a community development focus to liaise with service providers and build a community of practice to understand trends and community needs
- Develop and coordinate effective communication strategies for continuous improvement e.g. staff engagement that supports effective communication and reporting outcomes
- Conduct promotional and engagement activities to promote HACC-PYP
- Facilitate, receive, manage and incorporate feedback from consumers, other providers, and the communities into quality improvement activities
- Implement a consumer engagement best practice approach to ensure consumer voice is part of the service improvement changes
- Provide expert advice to other internal stakeholders

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant

Position Description

Community Engagement Officer, HACC PYP



- 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
- Ability to prioritise workload and monitor workflows
- Establish HACC PYP outcomes that align with Uniting's mission statement and strategic plan

5. Person specification

Qualifications

- Achieved or studying a relevant qualification in project management, community development or social services field preferred, but not mandatory.

Experience

- Familiarity with HACC-PYP and its objectives
- Understanding of Cultural Safety and empathy for people with a diverse range of backgrounds- commitment to improving services for Consumers and Consumer rights
- Understanding of organisational strategy implementation for organisational improvement within the community sector
- Proven project management experience in a similar position within an organisation of similar size and scale
- Good knowledge of contemporary change management models and methodologies and demonstrated experience in leading successful change projects

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Stakeholder relationships:** proven ability to partner with and influence a broad range of demanding stakeholders
- **Negotiation:** proven ability to negotiate and give and gain cooperation at all levels
- **Initiative:** ability to work autonomously on tasks to meet deadlines and key initiatives, and to work effectively and positively within complexity and ambiguity
- **Leadership:** team oriented, collaborative approach with the ability to support and contribute to the Operations leadership team (tactically and strategically)
- **Computer skills:** proficient in Microsoft Teams, Word, Excel, PowerPoint and email.
- **Written communication:** effective communicator with high attention to detail and an excellent editing and proofing ability. (e.g. tenders; written reports)
- **Oral communication:** highly developed oral communication skills; competently and confidently communicates the need for change if required, and has the ability to provide feedback without bias or judgement

6. 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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: