

Community Engagement Specialist



The purpose of this position

The **purpose** of the position is to play a pivotal role in fostering and nurturing relationships with local partners and referrers to ensure seamless access to aged home and community care services. This position is ideal for a dynamic and empathetic professional who excels in relationship-building, has a deep understanding of the aged care sector, and is committed to enhancing the lives of older adults within the community.

Maintaining relationships with community stakeholders is essential for connecting local funded and non-funded community services, ensuring a cohesive network that addresses diverse needs. By fostering open communication and collaboration with these stakeholders, the Client Engagement Specialist can identify service gaps, streamline referrals, and enhance accessibility for older adults. This proactive approach not only strengthens the community's support system but also optimizes the utilization of resources, enabling more comprehensive and inclusive care solutions.

About the position

- This position is within Business Development & Philanthropy directorate.
- It's part of the Business Development team.
- This position **reports to** the Manager.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☒ Has designated revenue or billing targets.
- This position maybe advertised externally as Community Engagement Specialist.

Key areas of responsibility

- Relationship Management: Establish and maintain strong partnerships with local healthcare providers, community organizations, referral agencies, and other stakeholders involved in aged care services.
- Networking: Actively participate in local events, forums, and community initiatives to build rapport and awareness of the organization's services.
- Referral Coordination: Collaborate with referrers to streamline the referral process, ensuring timely and effective service delivery to clients.
- Promotional Activities: Develop and implement targeted campaigns to promote aged home and community care services to local partners and referrers.
- Client Advocacy: Act as a liaison between referrers and the organization, advocating for the client's needs and ensuring their expectations are met.
- Data Reporting: Track and analyze referral patterns and partnership outcomes, providing insights for continuous improvement.
- Education & Training: Provide training and informational sessions to referrers, potential clients and their carers about the organization's services and updates in aged care regulations.

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Key outcomes

When things are going well, we would expect to see these outcomes:

- Number and quality of relationships established with local partners and referrers.
- Increase in referrals and successful placements in aged home and community care services.
- Positive feedback from referrers and clients regarding engagement and service delivery.
- Achievement of promotional campaign goals and community awareness initiatives.
- Positive feedback from internal stakeholders about the value of relationships.
- Growth and maintenance of effective client relationship management tool (Database).

Key Capabilities

Essential criteria

- A degree or qualification in Community Services, Aged Care, Social Work, or related field or equivalent experience is preferred.
- Proven experience in client engagement, relationship management, or a similar role within the aged care or health sector.
- Strong understanding of aged home and community care services, including regulations and industry standards.
- Excellent communication and interpersonal skills, with the ability to build trust and rapport quickly.
- Proficiency in data tracking and reporting tools to measure the effectiveness of partnerships and referrals.
- Ability to work independently as well as collaboratively in a team-oriented environment.
- A valid driver's license and willingness to travel locally as required.
- Good IT skills including Microsoft Word, Excel and PowerPoint.

People who know this position say that

People who know this position say the things that might make your day are:

- Ensuring consistency and success in providing high quality services to the community.
- Working as part of a high-performance team to ensure great outcomes for the people and communities we serve.
- Creating community partnerships and relationships based on local needs.

People who know this position say some key challenges you might experience are:

- Inconsistency across the service portfolio, in operating models, capability and expectation.
- Development of new tools and processes.
- Being at the forefront of new service models and design.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Head Office functions
- Managers
- Operations

Outside The Benevolent Society:

- A range of external stakeholders
- Community Partners and Service Providers
- Regulatory agencies