

## Employee Position Description

Position Details		
<b>Position Title:</b> Community Engagement and Marketing Coordinator	<b>Department:</b> Community, Trentwood Community House	<b>Agreement:</b> Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016
<b>Reports To:</b> Neighbourhood House Coordinator, Trentwood Community House	<b>Location:</b> Trentwood Community House	
<b>Direct Reports:</b> N/A	<b>Employment Status:</b> Perm Part time – 19 hrs per week	<b>Classification:</b> Community Development worker Level 3
Position Primary Purpose		
<p>This role supports the Neighbourhood House Coordinator in creating a welcoming, inclusive community space by delivering programs, events, and activities that meet local needs and encourage participation. A key focus of the position is developing, promoting, and implementing special events, projects, and workshops that complement the regular program and respond to community demand. The role is also responsible for creating and executing a marketing strategy to promote the Neighbourhood House, including the development of promotional materials such as term brochures, website updates, and social media content.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>Create promotional and advertising collateral including term brochures, website updates and social media posts</li> <li>Promotional and marketing activities including planning events that promote the community house and community engagement</li> <li>Manage ongoing room hiring agreements and partnerships</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Trentwood Community House team</li> <li>Hawthorn Community House team</li> <li>AccessHC Customer Service team</li> <li>AccessHC Volunteer Manager</li> <li>AccessHC Accounts Team</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Boroondara Council Community Planning</li> <li>Boroondara Facilities team</li> <li>Local Service providers and organisations</li> <li>Boroondara Neighbourhood Houses Marketing team</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
<b>Promote and market the Neighbourhood House program</b>	<ul style="list-style-type: none"> <li>Develop and implement a marketing plan and strategy that promotes the Neighbourhood House to the local community</li> <li>Create promotional and advertising material including term brochures, website updates and social media posts</li> <li>Plan and implement events, programs and workshops that complement the day-to-day program of activities and respond to identified need within the community</li> </ul>
<b>Support Neighbourhood House program</b>	<ul style="list-style-type: none"> <li>Support the Neighbourhood House Coordinator to ensure the successful delivery of the Neighbourhood House program and the day-to-day operations.</li> <li>Identify and apply for grants that support the delivery of new and innovative activities, projects and events</li> <li>Provide backfill reception duties as required</li> <li>As part of working within a Neighbourhood House, all staff are required to participate in duties from time to time such as spot cleaning, setting up for functions, assisting with catering and hospitality and other necessary duties to enhance community participation and enjoyment.</li> </ul>
<b>Develop partnerships and networks</b>	<ul style="list-style-type: none"> <li>Support and develop productive relationships/partnerships within the local area, including local service providers such as schools, businesses and Greythorn Traders.</li> <li>Together with the Neighbourhood House Coordinator investigate new initiatives which meet community need, and promote and encourage access and participation in community house initiatives.</li> <li>Together with Neighbourhood House Coordinator plan and implement joint program and activities with the co-located tenants.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Respect, Innovation and Quality</i></b></li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in <b>accordance</b> with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

### Key Selection Criteria

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<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check (if lived/work overseas in past 10yrs)</li> <li>• NDIS Worker Screening Check</li> <li>• COVID Vaccination Certificate</li> <li>• Working With Children Check</li> <li>• Driver's Licence</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in Community Development or a minimum of 3 years work experience in a related field</li> <li>• Excellent communication and interpersonal skills</li> <li>• Strong marketing and/or promotions experience including social media</li> <li>• Well-developed presentation and report writing skills</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>• Effective time management and prioritisation skills</li> <li>• Strong project management skills</li> <li>• Demonstrated ability to work in a team environment</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</p>	
<p><b>Authorisations</b></p>	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>

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