

Employee Position Description

Position Details		
Position Title: Community Engagement Coordinator	Department: North East Metro Mental Health and Wellbeing Connect	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Manager, North East Metro Mental Health and Wellbeing Connect	Location: Ivanhoe but may be required to work across other AccessHC locations	
Direct Reports: Nil	Employment Status: Permanent Part Time (0.6 EFT)	Classification: Level 3 Pay Point 4 (Above EBA pay rate)
Position Primary Purpose		
<p>The Community Engagement Coordinator is responsible for coordinating and developing community engagement, carer participation and capacity building activities for the North East Metro Mental Health and Wellbeing Connect service. You will help ensure family, carer, and supporter's needs and contributions are recognised and actively included in the development and design of services.</p> <p>The Community Engagement Coordinator will support and lead community/carers engagement, raising the profile of and facilitating access to the North East Metro Connect services, reducing stigma and discrimination associated with carers seeking support for mental health and AOD concerns, and creating partnerships with local organisations, schools and other community members. This role will also coordinate capacity building and community awareness events, and liaise closely with the Manager, the Lived/Living Experience Practice Lead and the Program Coordinator.</p> <p>This role is critical in the development of the community profile of North East Metro Mental Health and Wellbeing Connect and in ongoing partnerships with key stakeholders. The Community Engagement Coordinator will also coordinate the Connect service's online presence and impact via social media and The First Stop website. This role may involve some after-hours and off-site work.</p>		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. North East Metro Mental Health and Wellbeing Connect employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Decision Making Authority	Key Relationships
<p>Decisions made independent of Manager</p> <p>Decisions in line with the AccessHC (as consortium lead) Delegation of Authority Policy</p>	<p>Internal</p> <p>Mental Health and Wellbeing Connect staff including:</p> <ul style="list-style-type: none"> • Manager- Mental Health and Wellbeing Connect • Lived/Living Experience Practice Lead • Program Coordinator • Team Leaders –Mental Health and Wellbeing Connect • Family and Carer Peer Workers, Family Clinicians, and volunteers <p>AccessHC staff including:</p> <ul style="list-style-type: none"> • Alcohol and Other Drug Team • Mental Health Team • Service Connection and Customer Service Teams • Communication and Engagement Teams • Health Promotion Team • Community Impact Team • Other teams as needed <p>External</p> <ul style="list-style-type: none"> • Consortium partners including Inspiro, Self Help Addiction Resource Centre (SHARC) and healthAbility • Tandem and other carer support services • Other Mental Health and Wellbeing Connect services • Community agencies, schools/universities, youth services and other relevant agencies • Other community health organisations as needed

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Key Accountabilities	
Focus Areas	Responsibilities
Health Promotion	<ul style="list-style-type: none"> Engage with local service providers, carer groups, and other Connect services to develop strong working partnerships and referral pathways, as well as to plan for activities, events, educational workshops and groups, with a focus on priority stakeholders including services who work with LGBTIQ+ people, young carers, Aboriginal and/or Torres Strait Islander peoples, and people from Culturally and Linguistically Diverse backgrounds. Ensure the Connect activities are promoted in line with health literacy and health promotion principles. Implement activities/programs for families, carers, supporters and the broader community which promote access to the Connect services and facilitate engagement with other relevant services. Assist with developing health promotion activities suitable for families, carers and supporters that promote wellbeing and opportunities for social connection and engagement. Liaise and align with the AccessHC Communications team to support communication and dissemination of information to the community. Liaise with the Lived/Living Experience Practice Lead and the Lived Experience Reference Group to develop and promote social connection and wellbeing activities for families, carers and supporters
Carer Engagement and Participation	<ul style="list-style-type: none"> Continue the community stakeholder engagement work completed in the initial set up phase of the North East Metro Mental Health and Wellbeing Connect and implement the Community Awareness and Engagement Plan in consultation with key stakeholders and the Lived/Living Experience Reference Group. Facilitation/co-facilitation of groups and information sessions to the community as required for the purpose of community engagement and ongoing promotion of Connect services.
Community Awareness and Stakeholder Engagement	<ul style="list-style-type: none"> Represent North East Metro Mental Health and Wellbeing Connect and AccessHC on relevant networks and committees as required in a professional and respectful manner. Develop and maintain appropriate networks and resources to enable the referral of families and carers from North East Metro Connect to local health and community services. Provide education and information sessions to the community as required to promote North East Metro Connect services and increase access for families, carers and supporters. Collaborate with the Program Coordinator to coordinate and deliver community events/activities for families, carers and supporters.
Quality, Reporting and Clinical Governance	<ul style="list-style-type: none"> Participate in regular operational (line management) supervision with the Manager. Participate in team meetings and other meetings as directed by the Manager.

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	<ul style="list-style-type: none"> • Develop practice knowledge and expertise through active learning within the team, and by engaging in professional and service development activities, as outlined in the Individual Work plan and negotiated with the Manager. • Ensure all occasions of service and other reporting requirements are documented within required timeframes to a high standard. • Comply with data collection standards. • Participate in quality and service improvement activities to continually improve services for families, carers and supporters. • Complete evaluations of relevant activities and report evaluations to the Connect team and other stakeholders.
Other Duties	<ul style="list-style-type: none"> • Maintain appropriate files, records and statistics to facilitate good management and accountability. • Other relevant duties as negotiated with management.
North East Metro Mental Health and Wellbeing Connect Values	<p>Through actions and behaviour, demonstrating the North East Metro Mental Health and Wellbeing Connect values of:</p> <ul style="list-style-type: none"> • Self-determination • Equity • Collaboration • Respect • Innovation • Community
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with the North East Metro Mental Health and Wellbeing Connect and AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participating in essential training requirements, including induction and ongoing professional development, to support the delivery of safe and effective services. • Participate in team meetings and contribute feedback to proposed policies and quality of service delivered. • Participate in regular operational and practice supervision.
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with North East Metro Mental Health and Wellbeing Connect and AccessHC health and safety policies and procedures at all times.

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	<ul style="list-style-type: none"> Take reasonable care of own health and safety and that of other personnel who may be affected by conduct.
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Selection Criteria

Mandatory Criteria

- National Police Check
- International Police Check *(if lived overseas for more than 12 months)*
- Working With Children Check
- Driver's licence

Key Selection Criteria

- Demonstrated experience supporting family members, carers or supporter of someone with mental health and/or substance use challenges. *(willingness to use your own living/lived experience in an appropriate and respectful manner is also desirable).*
- Tertiary qualifications in health/social sciences, community development, youth work, health promotion or a related field, with a focus on community engagement and health promotion.
- Minimum of 2 years' experience working in community, family/carers, AOD or mental health services.
- Demonstrated understanding of the key issues affecting families, carers and supporters of people with mental health and/or substance use challenges, and how these may intersect with physical health, gambling, neurodevelopmental conditions, intellectual and physical disabilities
- Proficiency in Microsoft Office and relevant software applications, use of social media and online platforms (such as Survey Monkey).

Attributes

- Genuine interest and passion in working with families and carers.
- Excellent written and oral communication skills, and a willingness to engage with people.
- Ability to work respectfully and creatively with families and carers from diverse backgrounds, including people from culturally and linguistically diverse, Aboriginal and Torres Strait Islander and LGBTIQ+ communities.
- Commitment to continuous quality improvement and health promotion principles.
- Experience working with communication teams to support the development of engaging written and verbal promotional content to inspire participation and engagement.
- Effective time management and prioritisation skills.
- Well-developed presentation and report writing skills.
- Commitment to continuous quality improvement and health promotion principles.
- Demonstrated ability to work independently and in a team environment.
- Demonstrated behaviours consistent with Mental Health and Wellbeing Connect values.

The North East Metro Mental Health and Wellbeing Connect is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities. Our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.

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We also support Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds. As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Worker Screening Check, Working with Children Check, Police Check and/or an International Police Check.

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Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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