

## Position Description

<b>Title</b>	<b>Community Engagement Worker- Child and Family Centre</b>
<b>Reporting to</b>	Manager of Child and Family centre CFC
<b>Salary</b>	<p>Level 4 Salary \$58,776 to \$63,242 per annum, depending on qualifications and experience Superannuation of 10.5% rising as per the Superannuation Guarantee Act 5 weeks annual leave attracting 17.5% leave loading</p> <p><b>In addition, these staff benefits are available as Julalikari is a PBI and Registered Charity</b> Salary Sacrificing to \$15,900 per FBT year Salary Sacrificing Meal Card to \$2,650 per FBT year You may be eligible for up to a further \$15,900 per FBT year for Remote Area Benefits (rental, power, some travel, etc)</p>
<b>Liases with</b>	Internal and External Stakeholders
<b>Industrial Instrument</b>	Julalikari Enterprise Agreement 2012-2012
<b>Type of Position &amp; Hours of work</b>	Ongoing – subject to funding Full Time Hours are Monday to Friday - 8.00am to 4.30pm
<b>Position Summary</b>	<p>The primary objective of the Community Engagement worker is to engage with families in the community to understand what their needs are around support for their children. The Community Engagement Worker will conduct community consultation on a daily, and provide feedback to the program leader and manager, for initiatives to be developed. Within this role, you will advocate for families and their needs when you have identified those. Some tasks will include, but is not limited:</p> <ul style="list-style-type: none"> <li>- On a daily, provide proactive outreach and connecting with vulnerable, disadvantaged families to connect families to services, including advocating for families as needed with various services</li> <li>- Community engagement workers will engage local community members at events, linking families with services and other support providers through referral pathways.</li> <li>- On the day of events, ensure target clients can attend which will include driving a small bus or other vehicle to pick up and drop clients</li> <li>- Provide the local community with continuous information and resources that improves community understanding on available services for children and families</li> <li>- Community engagement worker will support families by linking with services and providing transport</li> <li>- Provide transport for families requesting to attend inhouse centre programs/services</li> <li>- Participate in working group meetings, program campaigns and centre projects to address the needs of community and engage with providing solutions</li> <li>- Completion of daily statistics and provision of reliable monthly reporting to inform weekly, monthly and six-monthly CFC reporting</li> <li>-</li> </ul>

<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>- Ability to communicate and collaborate effectively with managers, staff, and stakeholders across a range of diverse cultural groups and settings.</li> <li>- Demonstrated experience in providing a range of referral support to vulnerable families</li> <li>- Proven administration skills including the ability to analyse data, complete administrative and document preparation in an efficient, timely and accurate manner.</li> <li>- The ability to respond to and prioritise completing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy.</li> <li>- High level computer literacy and familiarity with various software programs</li> <li>- Excellent report writing and communication skills</li> <li>- Demonstrated ability to work with culturally and socially diverse people, and apply a culturally responsive framework to guide community engagement</li> <li>- Experience applying community development and social justice principles in your work practice</li> <li>- Working with Children’s Clearance or an ability to obtain one.</li> <li>- Current National Police Clearance or an ability to obtain one; and</li> <li>- Current Drivers’ licence</li> </ul>
<b>Desirable Criteria</b>	<ul style="list-style-type: none"> <li>- Demonstrated experience working with Aboriginal people in remote locations</li> <li>- Significant experience in a similar role, preferably in the community sector</li> <li>- Degree in Social Service/Social Science or equivalent with substantial experience in the area</li> </ul>
<b>Key Attributes</b>	<ul style="list-style-type: none"> <li>- Patience and flexibility</li> <li>- An ability to empathise and work with staff to help them achieve their goals</li> <li>- Reliable</li> <li>- Willingness to learn</li> <li>- Ability to work autonomously and as a member of a team</li> <li>- Demonstrate initiative and be proactive</li> <li>- Critical thinking and complex problem solving</li> <li>- Commitment to efficiency</li> <li>- Excellent customer service etiquette</li> <li>- Multitasking</li> <li>- Stress management</li> <li>- An understanding of Work Health and Safety and Risk Management</li> </ul>

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

## Position Description – Key Performance Indicators

<u>Tasks and Responsibilities</u>	<u>Key Result Area/ Key Performance Indicators</u>
<b>Programs</b>	
Provide timely, accurate and detailed reports for all grants within the program in a timely manner	<i>Demonstrated</i>
Liaise with high level stakeholders inform program delivery and design.	<i>Effective and collaborative relationships are established with associated networks and other professionals to enhance relationships and sharing of information that will ensure best practice in the provision of Family Services</i>
<b>Administration</b>	
Assist the manager in Compiling and completing reports, acquittals, and proposals in a timely manner.	<i>Develop high level written material for both programs</i>
Ensure all programs are delivered in line with funding agreements	<i>Timely and accurate reporting for all grant funding and program plans</i>
Emails and correspondence	<i>Present the company and yourself in a friendly and professional manner, promoting business awareness. Processing and managing all correspondence daily, quickly and efficiently.</i>
Documentation processing	<i>Scan, copy, email, print and bind daily and efficiently with minimal waste of time and keep under lock and key to maintain confidentiality</i>
Filing systems	<i>Implement and maintain Policy and Procedures for filing and filing systems.</i>
Assist in the management of workflow in the business systems.	<i>Create/review JCAC Policy and Procedure where required. Efficient with the minimum waste of time. Daily updates in system.</i>
Preparation and presentation of reports	<i>To a high standard and on time.</i>
<b>General</b>	
Assist CFC Manager with staff performance against work planning	<i>Support program staff to develop work plans which will be monitored regularly in line with their position descriptions and program contracts</i>
Always adhere to JCAC Polices & Procedure	<i>Demonstrated</i>
Provide strong leadership fostering an environment which reflects the Julalikari Code of Conduct.	<i>Demonstrated</i>
Provide support and assistance to the manager with recruitment, selection, and induction of staff.	<i>Demonstrated</i>
<b>Teamwork</b>	
Build strong, respectful, and meaningful relationships with funding bodies and other external stakeholders	<i>Demonstrated relationships in all areas of work</i>
Display integrity and ethics consistent with the role within JCAC	<i>Strong work ethic is observed including respect for management, peers and direct reports</i>
Develop and maintain networks and partnerships with relevant government agencies, cultural organisations, and service providers.	<i>Demonstrated relationships in all areas of work</i>

Commented [FS1]: I changed the whole section to suit other Coordinators tasks. So we can not itemise.

Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees, and clients	<i>Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy</i>
Promotion of JCAC culture and values	<i>Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation</i>
<b>Training</b>	
Deliver or organise training, professional development and upskilling to staff on a regular basis	<i>Engage RTO's and other training bodies to deliver mandatory training</i>
Attend training as requested	<i>Attend paid and unpaid training</i>
Punctuality for all meetings	<i>Punctuality at meetings</i>
<b>Financial</b>	
Provide all financial documents to the manager	<i>On time, as required</i>
In collaboration with the Manager, assist in the maintenance of the assets register for each program area.	<i>Demonstrated within a timely manner</i>
<b>Work Health &amp; Safety</b>	
Follow all Work Health & Safety (WHS) policies and procedures and ensure employees always operate safely and efficiently	<i>Relevant forms and reports submitted to Executive Manager Corporate Services within 48 hrs of request</i>
Adhere to the vehicle use policy	<i>No breaches of the vehicle use policy are observed</i>
Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs	<i>Forms completed within 12 hours of incident and 24 hours of hazard/ near miss</i>
Support the implementation and maintenance of the Workplace Health and Safety System within your area	<i>Implemented and maintained</i>
Conduct/participate in annual internal audit and management reviews on the Quality Management Systems	<i>Complete in a timely manner and in line with JCAC policy and procedure.</i>

<b>Document ID</b>	DOC_764
<b>Version</b>	3.00- 3.01
<b>Review Date</b>	10/2024