

POSITION DESCRIPTION



Department: Community Services
Position: Engagement Officer
Position Classification Level: Community Service Worker Classification Level 4 (as per Northside’s Enterprise Agreement)
Reports to: Manager – Activities and Events

NORTHSIDE COMMUNITY SERVICE VISION, MISSION, AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:	Courage	Integrity	Choice	Innovation	Collaboration
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POSITION OBJECTIVE

Under the general direction of the Manager- Activities, and Events, the Engagement Officer will be responsible for providing engagement activities in Youth Engagement, Aged Care, Early Education, and Housing. It will also include organising activities and events with external organisations.

KEY RESPONSIBILITIES AND DUTIES

- Deliver planned community engagement and social activities and events to ensure Northside meets contractual and grant requirements for the delivery of specific programs and services.
- Support the Manager (Activities and Events) and external partners to deliver high-quality activities and events across Northside’s program areas.
- Maintain a database of information related to outcome indicators for the service.
- Deliver planned and approved engagement activities to children and young people.
- Provide support to Aged Care, Early Education, and Housing teams on the development and implementation of activities and events.
- In consultation with the Manager (Activities and Events) Identify and develop partnerships with organisations with program-specific expertise who can be contracted to deliver specific activities and events.
- Support the development and implementation of strong systems and processes for the development, implementation, and review of activities and events.
- Ensure all activities and events meet Northside’s requirements for risk management, including upholding the National Principles for Child Safe Organisations.
- Develop sound working relationships across all levels of the organisation.
- Apply and uphold principals of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.
- Other duties consistent with the position where required and/or requested by the reporting supervisor.

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ESSENTIAL SKILLS, KNOWLEDGE, AND EXPERIENCE

1. Demonstrated experience in facilitation of groups, planning, provision, and evaluation of services.
2. Demonstrated experience of working with issues as they relate to children and young people.
3. Demonstrated ability to establish partnerships and collaborative approaches with other agencies to benefit and/or enhance an individual's service experience and outcomes.
4. Demonstrated knowledge of the needs and issues faced by individuals who are aging and/or live in complex situations, as well as diverse communities, including disability, LGBTIQ, Aboriginal & Torres Strait Islander, and CALD clients.
5. Excellent administrative skills and IT literacy – database management and Microsoft Office as a minimum.
6. Excellent communication, emotional intelligence, conflict resolution and negotiation skills, focused on achieving positive outcomes for all involved.
7. Ability to engage clients for group activities
8. Sound judgment and the ability to apply reflective practice to their own workplace approach.
9. High level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
10. Demonstrated ability to coordination tasks and manage time and competing priorities.

QUALIFICATIONS AND/OR TRAINING

- Relevant Bachelor degree (or equivalent) with relevant experience in Community Services, Children's Services, Aged Care or a similar field; or
- Associate diploma with relevant experience (at least 3 years); or
- Less formal qualifications with substantial relevant experience (at least 5 years).
- Full driver's licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients' or partnership organisations' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people

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- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			