

POSITION DESCRIPTION

Position:	Community Engagement Liaison Officer	Reports to:	Operations Manager
Award:	Social Community Homecare & Disability Services	Classification:	SCHADS Level 6
Status:	Full-time	Location:	175 Fullarton Road DULWICH SA 5065

Purpose of Role

Working in close collaboration with the Executive Team and Aged Care Advocates, the Community Engagement Liaison Officer is responsible for organising and delivering events to increase awareness of aged care advocacy ,for ensuring access and information to special needs groups [as defined in the Aged Care Act] in the community as well as supporting the use of self-advocacy tools.

Key Responsibilities	Key Performance Indicators
1. Coordinating and managing community development engagement	1.1 Develop broader community awareness of the National Aged Care Advocacy Program [NACAP] and the role Older Persons Advocacy Network [OPAN] member ARAS, provides in supporting older people, their families, and representatives 1.2 Implement the project aims and objectives, as per the OPAN NACAP Activity Work Plan. 1.3 Develop and support internal and external relationships and partnerships with community groups, charities, and volunteer organisations to improve community support and engagement. Key Stakeholder Relationships – Internal – OPAN, Executive & Admin, Aged Care Advocates, Intake External – Older persons, community groups, charities, and volunteer groups 1.4 Where necessary coordinate community events for the other members of the organisation such as the aged care advocates. 1.5 Target special needs groups with specific community engagement measures to ensure a deep understanding of NACAP. 1.6 Work with the Communications team to develop or tailor resources that are effective for communicating with the audiences of the partner organisations and networks. 1.7 Develop, test and support the role out of the National Self-Advocacy Tool-kit. 1.8 Represent the network, or coordinate representation at events, forums, public engagements and networking meetings and at designated agency network meetings. 1.9 Develop a strategy to ensure contractual KPI's for the role are achieved. 1.10 Maintain up to date knowledge and understanding of the relevant legislations, guidelines, policies and procedures.
2. Teamwork & Communication	2.1 Demonstrate ability to work positively and communicate effectively in a team environment as well as independently to achieve service delivery excellence. 2.2 Maintain and initiate regular and professional communication with work colleagues and management. 2.3 Develop and maintain cooperative and harmonious relationships with both internal and external stakeholders and work in collaboration with others to prevent and/or resolve difficulties. 2.4 Schedule regular employee feedback sessions with supervising Manager.

3. Continuous Quality Improvement	<p>3.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.</p> <p>3.2 Identify opportunities and options to promote and support high quality service provision and the best outcomes for ARAS.</p> <p>3.3 Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.</p> <p>3.4 Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.</p> <p>3.5 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.</p>
4. Administration & Documentation	<p>4.1 High-level knowledge/usage of Microsoft Office and database programs to perform the duties.</p> <p>4.2 Plan and manage time effectively to complete tasks and meet deadlines.</p> <p>4.3 Complete written communications with clients and external services as required.</p> <p>4.4 Collect and record data for systemic issues and project work.</p> <p>4.5 Provide regular reports as directed by Senior Management.</p>
5. Personal & Professional Development	<p>5.1 Continue to develop professionally and personally to meet the changing needs of the position and the organisations.</p> <p>5.2 Participate in the organisation's performance management process.</p> <p>5.3 Attend training as identified through the performance management process, or as identified by management.</p> <p>5.4 Maintain knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.</p> <p>5.5 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p>
6. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission, values, and strategic plan.</p> <p>6.2 Model and foster behaviors aligned with the ARAS Code of Conduct.</p> <p>6.3 Management of risk and ensure compliance with WHS to the highest standards.</p>
7. Work Health & Safety	<p>ARAS strives to provide a safe work and healthy work environment for all employees, contractors and visitors. We aim to eliminate any hazards that could constitute personal injury or illness and we do all that is reasonably practicable to ensure safe work practices are adopted and adhered to. Each employee is required to take responsibility to protect their own health and safety at work and also the health and safety of others in the workplace</p>

TASKS

<p>Develop a state-wide communications strategy with the aim to create mutually beneficial alliances with organisations and networks that support our strategic goals.</p> <p>Implement the Community Channels strategy</p>
<p>Build relationships with organisations and networks that have connections to older people across South Australia. These organisations may include membership organisations, volunteers or not-for-profit.</p>
<p>Deliver ARAS [NACAP] resources or collateral to older people via the channel's organisation network</p>
<p>Work with the ARAS Communications and Education team to contribute to, or where appropriate, deliver presentations or events, such as webinars or 'virtual Town Halls' aimed at increasing awareness and understanding of NACAP and key issues for older people.</p>
<p>Contribute ideas for content for OPAN's digital content (e.g. social media) as appropriate</p>
<p>Report on quarterly key performance indicators to the [OPAN] Business Operations & Strategic Projects Manager.</p>

PERSON SPECIFICATION

Qualifications

- A tertiary qualification in a marketing or communications discipline, human services, social work, or community services or an equivalent combination of relevant extensive experience, education and/or training.
- Membership of relevant professional associations.

Knowledge and experience

- A minimum of 2 years' experience in working with people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework.
- A sound knowledge and experience in community engagement marketing strategies, with a focus on aged and special need groups.
- Have an established network amongst community network groups, service groups, and volunteer groups.
- Excellent written, verbal communication and presentation skills [being multi-lingual is an advantage]
- High-level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Specific employment requirements

- Satisfactory National Police Clearance required.
- Working with Vulnerable Persons Check
- Vaccinations as required from time to time to allow entry to RACFs, at present this includes annual influenza vaccination, and COVID-19 vaccination.
- Work outside of normal office hours will be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel is required within South Australia and maybe required interstate.

MONITORING, EVALUATION AND REVIEW

Status:	APPROVED	Control:	Human Resources
Approved by:	CHIEF EXECUTIVE	Version:	1.0
Effective Date:	March 2022.	Review Date:	January 2024.

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties

relevant to the position, not listed in this statement, that fall within my competency and skill set. I have received a copy of this Position Description.

Employee

Name: _____

Signed: _____

Date ____/____/____

Human Resources Manager

Name: _____

Signed: _____

Date ____/____/____