



Position Description

Position Identification			
Position Title:	Community Engagement Advisor		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	1551	Effective Date:	February 2020
Location:	Pentridge Blvd, Coburg		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreements/Classification *HR use only	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> Community Development Worker Class II(a/b), qualification dependant (translated to SACSE4) 		
Organisational Context			
Divisional:	People & Communications		
Program:	Marketing, Communications & Community Engagement	Unit: Marketing, Communications & Community Engagement	
Organisational Chart	<pre> graph TD GM[General Manager People and Communications] --> MM[Marketing and Communications Manager] MM --> MCA[Marketing and Communications Advisor] MM --> MCO[Marketing and Communications Officer] MM --> CE[Community Engagement Advisor] </pre>		
Position Summary			
<p>Overseeing Merri Health’s Community Relationships Framework, this role partners with teams across the organisation to facilitate greater involvement by community; consumers, carers and family, and staff in service delivery, improvement and re-design.</p> <p>The role establishes and manages relationships with a broad range of stakeholders, and builds capacity in participation and engagement mechanisms across the organisation. You have considerable knowledge and/or experience in facilitating community and staff participation, working collaboratively with a range of people from diverse backgrounds.</p> <p>The incumbent works closely with our Marketing and Communications team, supporting the organisation’s commitment to inclusive and accessible processes and information.</p>			
Position Accountabilities			



Position Description

<p>Responsibilities</p>	<p>Community engagement</p> <ul style="list-style-type: none"> • Support the development, implementation and evaluation of organisational community engagement activities • Build staff capacity in participation and engagement mechanisms and support teams so that these are applied at the planning stage of development or redesign of services, events or campaigns • Provide advice to the marketing and communications team on engagement mechanisms and accessible messaging • Build relationships with external service providers and investigate opportunities for cross functional collaboration • Review and maintain the current consumer participation register • Champion and oversee the embedding of the Community Relationships Framework and make recommendations for future improvements • Coordinate events for target groups to increase engagement across the organisation • Identify and pursue funding opportunities for community engagement related projects <p>Consumer participation</p> <ul style="list-style-type: none"> • Recruit, train, supervise and support a variety of target group consumers to be involved in reference groups, projects and other Merri Health activities • Work closely with the Merri Health team to ensure consumer feedback is integrated into service planning and service delivery • Represent Merri Health at the external Consumer Networking Forum and coordinate our responsibilities <p>Administration and reporting</p> <ul style="list-style-type: none"> • Coordinate the internal community engagement committee including the role of chair, and preparation of agenda and minutes • Attend the Board community engagement sub-committee, providing regular reports on engagement activities – five afterhours meetings per year • Produce documents and promotional material of a professional standard complying with branding policy, suitable for communication to a variety of target audiences • Regularly monitor and report on engagement initiatives noting impact metrics <p>Other duties</p> <ul style="list-style-type: none"> • Undertake other duties as reasonably directed by the marketing and communications manager in line with the incumbent’s skill and experience • Maintain and enhance professional knowledge and technical skills by keeping up-to-date with new developments and relevant trends • Undertake any reasonable additional tasks as directed by Merri Health • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations
<p>Safety and risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity



Position Description

	<p>and alternation between seated and standing positions</p> <ul style="list-style-type: none"> • Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality and risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ community to join our workforce.</i></p>
Capabilities	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can found within Merri Health’s Capability Matrix.</p>
Key selection criteria	
Essential	<ul style="list-style-type: none"> • Tertiary qualifications in community development, community services, public health or related discipline • Demonstrated experience in designing community engagement frameworks for health or social organisation/s • Well-developed skills in coordinating and facilitating consumer and community engagement activities within allocated budget • Ability to provide expert advice and guidance across the business on how to best engage with specific target group/s • Demonstrated ability to develop, implement and evaluate community awareness programs • Excellent interpersonal skills with the ability to engage and communicate with people with varied needs and abilities, tailoring communication to suit specific target group/s • Excellent organisational and time management skills with an ability to prioritise multiple tasks and meet agreed deadlines
Desirable	<ul style="list-style-type: none"> • Understanding of community engagement models and co-design principles • Experience working with at-risk or vulnerable people • Experience in working within a for-purpose community organisation
Checks, Licences and Registration	<ul style="list-style-type: none"> • National Police Check (NPC) • Working with Children’s Check (WWCC) • Victorian Drivers’ Licence • Statutory Declaration • Immunisation Category C