

Position Description

Position Title	Community Engagement Lead
Division	Primary Health: COVID Program
Classification Grade and Level	Dependent Upon Qualifications and Experience
Enterprise Agreement / Award	Dependent Upon Qualifications and Experience
Employment Terms	Full Time, Fixed Term 4-6 months
Reports To	Project Coordinator: NRCH COVID-19 Program
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

The Community Engagement Lead is part of the COVID Program team at NRCH. The purpose of this role is to lead a team of Community Health and Support Officers to deliver key COVID-19 health messages to our local community; and facilitate their access to appropriate health and support services. This role will lead co-design activities within the community to support development of communication strategies and messaging that are culturally safe and appropriate; accessible; and meets the identified needs of local communities within the designated catchment area for this project. This role will support the delivery of health promotion activities and lead strategies to engage identified target populations.

The Community Engagement Lead will work as part of a multidisciplinary team and will be an experienced professional with knowledge and experience in community and consumer engagement contemporary practice. They will work collaboratively with staff in the COVID program, NRCH programs and services and key stakeholders to help ensure successful delivery of the COVID program.

Key Responsibilities/Skills

Community Engagement

- Lead a team of Community Health and Support Leads to effectively deliver the community engagement activities required as part of the NRCH COVID Program.
- Supervise and develop Community Health and Support Workers, including ensuring compliance with minimum training and education requirements, NRCH code of conduct and relevant NRCH policies and procedures
- Lead co-design activities to develop communication strategies and key messaging relevant to the program.
- Facilitate broad ranging community engagement in the development and delivery of key health messaging associated with the NRCH COVID-19 Program.
- Work with the NRCH communications team to develop communications materials that support the effective delivery of communications strategies and key messaging.
- Build and maintain relationships with key external partners to ensure the successful delivery of identified community engagement activities.
- Lead the development and/or sustainability of consumer and community representative committees or groups.
- Represent NRCH on key working groups and committees focussed on developing and delivering an effective place based response to COVID-19. Ascertain needs, and understand key diverse groups and community leaders.

Community Participation

- Recruit, train, supervise and support Community Health and Support Officers to successfully support the NRCH COVID- 19 Program, and to actively participate in local reference groups.
- Work with the COVID-19 Project Coordinator to ensure that the views of Community Health and Support Leads are integrated into program planning and program delivery.
- Develop strong and trusted relationships with diverse communities within the designated catchment that provide broad representation.
- Identify and facilitate participation of community groupings that may have difficulty representing themselves to NRCH because of marginalisation or other disadvantage.
- Monitor DHHS requirements for consumer, carer and community participation in public health services and best practice in this field. Establish a framework and reporting schedule for consumer, carer and community participation in the COVID Program.

Health Promotion

- Facilitate the identification and develop innovative health promotion activities for targeted communities.
- In partnership with the NRCH Health Promotion Coordinator and Communications Team, organise and deliver health promotion activities to engage the community and identified targeted communities.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Qualifications

Essential	Tertiary Qualification (Diploma level or above) in Health Promotion, Public Health, Community Development, Social/Behavioural Science, Social Work or a related discipline.
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Experience	
Essential	<ul style="list-style-type: none"> • Minimum of 2 years' experience in a role with skills and approaches that are relevant to that of Community and/or Consumer Engagement. • Minimum of 2 years' in supervising others. • Commitment to improving the health of vulnerable and marginalised communities.
Preferred	<ul style="list-style-type: none"> • Previous experience working with a diverse community of clients. • Experience working in a multidisciplinary setting
Essential Attributes	<ol style="list-style-type: none"> 1. Highly developed communication skills that build trusted relationships with a diverse population; 2. Experience of working with diverse communities, to successfully develop and implement community engagement and health promotion activities. 3. Experience managing staff and performance monitoring that fosters growth and development. 4. The ability to foster collaboration with the team and inspire others through proactive leadership. 5. High level of capability to develop and maintain stakeholder relationships; 6. Ability to work under moderate stress; 7. Make decisions and judgments based on a sound knowledge.
<p>Appointment is subject to:</p> <ul style="list-style-type: none"> • Successful National Police Check and International Police Check, if applicable. • Evidence of current Working with Children check <p>Physical Demands of the role:</p> <ul style="list-style-type: none"> • Sitting for long periods of time • Frequent walking and moving through stairs in the building • Ability to work in Moderate Stress; • Ability to adapt to change in the work place; • Working with clients who are distressed / Uncooperative / Unpredictable. 	

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months

Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:



1. *suitably qualified and experienced to undertake the duties described herein; and*
2. *physically able to undertake the duties herein described without modification.*

SIGNATURE
[INSERT NAME]:

____/____/____
DATE:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				