

Avenue

POSITION DESCRIPTION

Title	Community Engagement Lead	Division / Location	Avenue Frenchs Forest
Employment Type	Full-time, Permanent	Reporting to	Managers, Avenue Frenchs Forest
Role summary	<p>The Community Engagement Lead will be responsible for both the initial engagement of participants and the ongoing relationship with them, within the Avenue location where the role is based.</p> <p>Key areas of accountability include:</p> <ul style="list-style-type: none"> • Oversight of Avenue Botany's existing participant caseload and the pipeline of prospective participants. • Responding to enquiries from potential referrers and new participants. • Management of participant recruitment involving initial tours, trial days, the completion of intake procedures/documentation and the introduction of the new participant to the co-working space. • Understanding of participants overall NDIS budget and coordination of Schedule of Supports and any ongoing change to the Schedule of Supports including coordinating changes which may be to another location or enterprise within Fighting Chance • Proactive support for participants with NDIS plan reviews including the provision of documentation. • With the Manager, maintain an ongoing dialogue with participants and families to manage issues, grievances, and feedback on services. • Coordinate Monthly newsletter to participants/families. • Coordinate periodic family surveys/feedback on services. • Actively participate in regular discussions amongst Community Engagement Leads, focused on best practice, problem-solving, resource improvement, policy and procedure review. • Developing and maintaining relations within the local community and with a local referral network. • Managing and attending expos and similar post-school promotional events. 		
General Duties	<p>General duties include:</p> <ul style="list-style-type: none"> • Performing other relevant duties as directed by Avenue management within your level of training and/or competency. 		
Reporting	<ul style="list-style-type: none"> • Reports to: Managers, Avenue Frenchs Forest • Direct Reports: Nil • Member of: Avenue Frenchs Forest; Community Engagement Team 		

Values and Behaviour

- Promote and role model appropriate behaviour to support Fighting Chance's culture, performance and brand
- Actively support Fighting Chance's commitment to the principles of diversity, inclusion and EEO
- Constructively contribute and collaborate with all colleagues

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- Actively demonstrate the organisational values:
 - Our community is built on inclusiveness, equality and empowerment.
 - We approach everything we do with innovation and dynamism
 - Our social enterprises will always be responsive, sustainable and excellent
 - Our work will make a contribution and have impact
- Deliver high quality work that supports our operating environment
- Demonstrate compliance with all legislation and policies and procedures

Health, Safety & Wellbeing

- Adhere to all health and safety policies and procedures of Fighting Chance and take all reasonable care that your actions or omissions do not impact on the health and safety of others

Core Competencies	
Qualifications and Experience	<ul style="list-style-type: none">• A relevant tertiary qualification (social/community services/allied health) and/or 3+ years recent experience in a customer-centric position.• Operational, customer service and/or administrative business experience.
Skills and attributes	<ul style="list-style-type: none">• Excellent customer service skills• Strong verbal and written communications• A high level of empathy and interpersonal skills• Demonstrated experience in developing and maintaining relationships• Strong organisational skills to juggle multiple scenarios and the ability to prioritise in response to dynamic business needs• Ability to work hands-on as part of a team, and autonomously when required• Desirable - understanding of (and/or experience with) NDIS and working with people with disability
Other	Required to: <ul style="list-style-type: none">• Possess the right to work in Australia• Travel domestically on occasion, and travel within Sydney between Hubs• Possess a current satisfactory National Police Clearance Certificate and Working With Children Check• Possess a current unrestricted NSW driver's license• Be available and willing to work at events on weekends and evenings on occasion

This description defines the broad responsibilities of this position and may change based on organisational need.