

Position Description

Community Engagement Officer

headspace Tuggeranong

Note: The Community Engagement Officer is an Aboriginal identified position (authorised under the s42 of the Discrimination Act 1991 (ACT)) in recognition of the significant proportion of young people in the South Canberra region who are indigenous.

Purpose of position:

headspace Tuggeranong provides early intervention mental health services to young people aged 12-25 who have (or may be at risk of) developing a mental health and/or substance use disorder or have economic and social recovery needs.

The purpose of the Community Engagement Officer role is to:

- Promote and enhance understanding of the services offered at headspace Tuggeranong through coordination of community awareness activities in the South Canberra region
- Increase community awareness of mental illness among young people as well as their families and friends

The role will facilitate consumer participation, organise and deliver health promotion activities and special events to engage identified headspace target populations inclusive of:

- Aboriginal and Torres Strait Islander young people
- Culturally and linguistically diverse (CALD) young people
- Sexuality and gender diverse (LGBTIQ+) young people
- Young males
- Young people experiencing homelessness
- Young people living with a mental illness or with disability.
- Other priority populations as they emerge

Decision Making:

The Community Engagement Officer reports to the Service Manager, headspace Tuggeranong and:

- Consults with the Service Manager in understaking responsibilities and makes recommendations to achieve the goals of Grand Pacific Health (GPH) and its headspace services.
- Identifies areas for improvement in relation to their role, the team and at an organisational level and collates information to develop appropriate responses, including the implementation of solutions through delegation.
- Makes recommendations to the Service Manager regarding decisions outside delegated authority.

Key Responsibilities

Community Awareness:

- Assist with the development, implementation and evaluation of a Community Engagement Strategy, in conjunction with the headspace Tuggeranong Service Manager.
- Design and coordinate events for key target groups to increase the profile of headspace Tuggeranong and deliver key messages (i.e. mental health literacy, reduced stigma, early help seeking, and anti-discrimination).
- Maintain the headspace Tuggeranong website and utilise social media to develop opportunities for youth engagement and service promotion.

- Produce documents and promotional material of a professional standard suitable for external communication to a variety of target audiences, deliver key messages and comply with branding guidelines.

Health Promotion:

- Develop and undertake activities that encourage engagement of young people who may be experiencing particular disadvantage, discrimination or vulnerability, e.g. Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse (CALD) young people, sexuality and gender diverse (LGBTIQ+) young people, young people living with a mental illness or with disability.
- Plan, develop and deliver community-based help seeking and mental health literacy education sessions.
- Liaise closely with key stakeholders (including schools, TAFE, UOW and community groups) to develop and coordinate delivery of health promotion sessions, tailored to meet identified needs.
- Work with the headspace Tuggeranong team to ensure that health promotion messages and activities relating to youth mental well-being are consistent with evidence-based practice.
- Develop an annual community engagement calendar and communicate this to the team.
- Lead the organisation of headspace special events such as headspace training activities, community events, promotional days / weeks (i.e. Youth week, Mental Health Month)

Youth and Carer Participation:

- Assist in the implementation of a participation strategy to actively involve young people and their parents/carers in GPH headspace programs.
- Coordinate and facilitate the Youth Reference Group providing guidance, support and training to the young people.
- Identify and develop opportunities for other participatory mechanisms that encourage engagement and involvement from young people, their friends, family and carers.

Evaluation:

- Evaluation and subsequent reporting on the outcomes of community awareness, health promotion and youth and carer participation activities.

Networking:

- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace toward its objectives.
- Represent headspace to various agencies and professional networks, the local community and young people.

Fundraising:

- Along with the headspace Tuggeranong Service Manager and GPH Youth Health Manager, identify and coordinate fundraising activities, as well as act as the primary liaison for fundraising activities.
- Along with the headspace Tuggeranong Service Manager and GPH Youth Mental Health Manager, identify and coordinate applications for community grants and, where appropriate, coordinate implementation and evaluation.

Core accountabilities of all staff include:

- Contribute to developing a culturally safe workplace for Aboriginal employees and clients.
- Participate in organisation-wide, site based and team meetings, collaborative planning activities and other meetings or activities relevant to position.
- Contribute to the continuous improvement of systems and processes ensuring services meet professional and industry standards.
- Work Health and Safety responsibilities as identified in organisational policies and procedures.
- Equity and diversity responsibilities as identified in organisational policies and procedures.

Selection Criteria:

The essential experience, knowledge, skills, competencies and qualifications a person requires in order to successfully fulfil the responsibilities of the position are:

1. Identify as an Aboriginal and/or Torres Strait Islander and be an active member within the local Aboriginal communities.
2. A tertiary qualification in a relevant discipline, and/or extensive experience in community development, health promotion, public health, social sciences or education.
3. Proven ability to engage and communicate to groups of people (including public speaking), tailoring communication to suit a specific target group or age range.
4. Demonstrated understanding of the health and wellbeing needs of young people with mental health and/or substance use problems.
5. Ability to manage and prioritise a range of tasks and projects simultaneously.
6. Experience in coordinating, implementing and reporting on health promotion/community programs with some level of autonomy.
7. Class C Drivers licence.

Special Job Requirements

In order to fulfil the responsibilities of the position you must hold a current drivers licence and have access to a comprehensively insured motor vehicle. On the occasions when you use a privately owned motor vehicle for work-related purposes, GPH will pay a motor vehicle allowance on a per kilometre basis, according to the organisational policies and procedures.

Working with Vulnerable People

To apply for, undertake and remain in this position you are required to hold a current WWVP check. The *Working with Vulnerable People (Background Checking) Act 2011* (the WWVP Act) commenced on 8 November 2012. It aims to reduce the risk of harm or neglect to vulnerable people in the ACT. The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered. The ACT Government considers that the creation of a checking system with appropriate safeguards for people who work with, or who want to work with vulnerable people is consistent with section 28 of the *Human Rights Act 2004*. For more information go to: www.accesscanberra.act.gov.au.

RAP Statement

Our vision for Reconciliation is to improve the health status of the Aboriginal and Torres Strait Islander population by improving access and equity to all health services – shared vision, shared journey – same opportunities, same life expectancy.

Additional Information

Conditions of employment: National Employment Standards
Employment Contract
National Criminal Record Check
GPH policies and procedures