

Position Description

Community Engagement Manager

Position Title: Community Engagement Manager		Program: Services & Engagement - Community Engagement	
Type of Employment	Full-time, fixed term (12 months)		
Hours per week:	38	Days per week:	5 (M-F)
Purpose / Objective:	<p>The Community Engagement Program aims to facilitate opportunities for culturally-appropriate connections and meaningful participation of people seeking asylum, within the Australian community.</p> <p>This position is responsible for the development and implementation of ASC’s Community Engagement program, in collaboration with the Head of Services and Engagement. The role focuses on understanding the needs of the asylum seeker population, and using this information to build links within various communities, foster social inclusion and participation, and develop community-led initiatives.</p>		
Reporting To:	Head of Services & Engagement		
Direct Reports:	Community Engagement Lead, Community Participation Lead, Resource Coordinator, Family Engagement Coordinator		
Responsibilities			
Key areas of accountability	<ul style="list-style-type: none">Working with the Head of Services & Engagement, develop a strategic direction and a whole-of-organisation framework for Community EngagementDevelop and foster partnership opportunities to support and foster community participation for people seeking asylumStrengthen connections with all agency and community partners, through a positive and proactive engagement strategyProvide support, advice and coaching to direct reports and volunteers to ensure individual and team key deliverables are being met within the Community Engagement team		

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	<ul style="list-style-type: none"> • Actively consult and communicate with program managers to collect information, stories and data that will inform ASC's community engagement practices • Oversee and manage the smooth delivery of ASC's social, recreational and food initiatives, ensuring alignment to Community Engagement goals • Actively share knowledge of Community Engagement practices across the organisation by working with key roles to build the resources to support this learning across relevant teams, including providing updates when required
Impact Measurement & Advocacy	<ul style="list-style-type: none"> • Collect and analyse quantitative and qualitative information that supports ASC's advocacy goals • Actively seek to identify trends, patterns and prominent issues impacting people seeking asylum • Work in collaboration with other ASC programs to complete internal and external reporting requirements towards achieving systemic advocacy • Record client information and collect forms/requirements in accordance with ASC's processes, internal controls and compliance policies
Team Participation & Professional Development	<ul style="list-style-type: none"> • Provide support to Community Engagement volunteers which may include training on ASC processes, debriefing, supervision and mentoring • With support from Line Manager, engage in identifying training/supervision needs and provide feedback towards a professional development plan • Participate in training and learning opportunities relevant to this position
Key Skills and Capabilities	
<ul style="list-style-type: none"> • Commitment to assist people seeking asylum in achieving rights, wellness and autonomy • Demonstrated experience in strategic planning within a whole-of-organisation framework • Demonstrated leadership experience implementing strategic community projects • High degree of initiative to think innovatively and creatively to solve social problems • Ability to implement systems and processes that underpin best practice and high quality relationship management • Commitment to maintain comprehensive understanding of social and rights issues that affect people seeking protection 	

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- Respect for and inclusion of diversity in its many forms
- Excellent communication, interpersonal, written and oral skills
- Exceptional attention to detail, organisational and time management skills
- Ability to promote a strong and positive work culture
- Commitment to professional standards as outlined by protocols, rules and regulations
- Respect for and maintenance of confidentiality, including via electronic media / social networking
- Ability to work effectively as part of a team that is multidisciplinary and inclusive of paid and unpaid team members
- Ability to work effectively in a high performing and faced past environment
- Ability to work in a cross cultural environment

Qualifications and Typical Experience

- Significant experience in managing and designing community development/engagement programs
- Experience embedding strategic thinking and clearly articulating strategic direction and plans
- Experience in managing relationships with multiple stakeholders
- Experience leading complex projects with internal and external stakeholders
- Current NSW Driver's License

Desirable

- Tertiary qualifications in human services, social work, mental health or other relevant discipline

Special Conditions / Requirements

This position will periodically be based between Asylum Seekers Centre's (ASC) Newtown office, as well as working remotely from home. The position is also required to work at other locations in Sydney, in which ASC is providing services that are relevant to this position.

General Conditions

All employees, volunteers, students and contractors are required to:

- Adhere to organisation's vision, purpose and values as outlined in ASC's Strategic Plan
- Act at all times and adhere to ASC policies and procedures
- Demonstrate respectful and welcoming behaviour with all people at ASC in culturally appropriate ways
- Comply with Work, Health and Safety systems
- Comply with Incident Management systems and emergency protocols



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- Comply with Child Protection measures to determine suitability for working with children and young people. This includes a valid NSW Working with Children Check and a Statement of Prior Convictions.
- Comply with relevant state/territory legislative requirements