




**Guardian**  
for Children and  
Young People

## Role Description

**Role Title:** Communications and Engagement Officer  
**Classification:** ASO4  
**Position No:** TBA  
**Reports to:** Senior Communications and Liaison Officer  
**Number of direct reports:** Nil  
**Approved by delegate:** 

Penny Wright, Guardian for Children and Young People

Date: 3/12/2020

### Organisational Context

The Office of the Guardian for Children and Young People (OGCYP) is an independent, statutory office that promotes and protects the rights of all children and young people under the age of 18 years in out-of-home care across South Australia. This includes those who are in relative or kinship care, foster care, and residential care. The functions and powers of the OGCYP are set out in section 26 of the *Children and Young People (Oversight and Advocacy Bodies) Act 2016*. OGCYP is also responsible for the Charter of Rights for Children and Young People in Care as per Part 4 of the *Children and Young People (Safety) Act 2017*.

### Role Summary

The Communications and Engagement Officer supports the Senior Communications and Liaison Officer (SCLO) in:

- promoting and communicating the work of the Office to a wide range of audiences to support its functions through various media and particularly social media
- engaging with children and young people and their carers to communicate and promote the rights of children and young people in care and/or detention
- developing productive relationships across the media, and government and non-government sectors who have involvement with or provide services to children and young people in care and/or detention

The Communications and Engagement Officer is a role that sits within the Office's Administration Team and reports to the SCLO.

## KEY SELECTION CRITERIA

The selection panel will assess applications against the capabilities below, taking into consideration the context of the role and any specific abilities that have been identified as being relevant/necessary for the role.

The successful applicant will address the key capabilities by providing real evidence through examples. The responses should tell the reader about authentic situations which demonstrate the capabilities, and the achieved outcomes.

## Key capabilities

- Proven ability to engage and communicate effectively with children and young people, in person and through other creative communication channels
- Demonstrated high level ability to draft, edit and proof written content in a variety of formats that are accessible and understandable for children and young people, as well as adults
- Proven ability to generate visual content for communication in a variety of formats (e.g. photographs, graphics)
- Proven experience in managing social media channels including writing, editing and scheduling content, and using video and graphic design skills
- High level interpersonal communication skills, including the ability to deal with sensitive and/or political issues and to work within a team to facilitate joint contributions to common projects
- Demonstrated ability to work effectively under broad direction, negotiate and meet deadlines when under pressure, adapt to changing priorities, to exercise judgment in sensitive situations and to assist in the development of strategic and innovative solutions to complex communications problems
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment, and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

## Qualifications

**Essential:** Not applicable

**Desirable:** A relevant tertiary qualification in journalism, communications, community engagement or related discipline

## Key outcomes

- Creation of high quality content for public-facing communications, both electronic and paper-based (fact sheets, blogs, op eds, articles, reports, posters and media releases)
- Assist in the development and ongoing management of engaging children and young people about their rights while in care and/or detention.
- Assisting the SCLO in creating graphic content including photographs and graphics
- Assisting the SCLO with developing and managing the Office's social media presence
- Assisting the SCLO to respond to media and other communication inquiries about the work of the Office
- Assisting the SCLO with content-management and routine maintenance of the Office's external website
- Assist in the delivery of communications projects from conception to delivery
- Provide communications support and advice to staff within the Office

## Key relationships / interactions

- Guardian/Training Centre Visitor/Child & Young Person's Visitor
- Senior Communications and Liaison Officer
- Staff within the Office of the Guardian
- Government and non-Government organisations and other entities that are involved with or provide services to children and young people
- Key journalists and other media representatives
- Children and young people under the guardianship or custody of the Chief Executive of the Department for Child Protection, and children and young people in detention in the Kurlana Tapa Youth Justice Centre.

## Key challenges

- An ability to engage with children and young people and to convey information in a child-friendly way is essential
- Strict privacy safeguards and other restrictions can create challenges in the use of photos and the provision of detailed information
- Effective communication in a sometimes restrictive environment requires creativity and innovation

## Recruitment values

OGCYP values support the achievement of our objectives and build a high performing workplace. We will:

- place children and young people at the centre of our decision making
- encourage and support creativity and innovation
- respect and value our staff and others, and ensure their safety and wellbeing
- act ethically and be mindful of the responsibility and independence of our office

## Corporate responsibilities

Responsible for:

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. Maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

## Special conditions

- The successful applicant is required to gain a Department for Human Services (DHS) child-related employment screening prior to being employed, which is required to be renewed every five years before expiry
- The incumbent will be required to undertake RAN - Responding to Abuse and Neglect Training full day/online course and the updated online course posted online every three years
- A flexible approach to the taking of leave is required
- Some out of hours work is required
- Inter and Intra-state travel may be required
- Current driver's licence and the willingness to drive is a requirement
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Senior Communications and Liaison Officer.

## Eligibility

Australian residency or current works permit (responsibility of applicant to provide evidence of a current work permit).