

COMMUNITY ENGAGEMENT OFFICER



TEAM:	Child, Youth and Family Services
LOCATION:	Geraldton, South Hedland.
REPORTING LEADER:	<i>Executive Child, Youth and Family Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Community Engagement Officer will be the local representative that is responsible for engaging and building relationships within the community, ensuring increased engagement with HelpingMinds, with a focus on HelpingMinds Child, Youth and Family Services as well as promotion of the Carer Gateway.

PRIMARY DUTIES AND RESPONSIBILITIES

Education and Engagement

- Improving and maintaining positive relationships with internal and external stakeholders;
- Act as a link between the community and HelpingMinds;
- Manage a case load providing support services to Carers.
- Engaging with the regional community with regular outreach work which may include overnight stays;
- Maintain accurate records for tracking and monitoring of engagement outcomes;
- Identify opportunities to establish, foster and maintain closing working links with key agencies and community groups;
- Ensure case notes are kept and entered into relevant databases in a timely manner;
- Prepare relevant reports in an accurate and timely manner;
- Positive representation of HelpingMinds and the services offered through liaison with referral agencies, community groups and other stakeholders;
- Develop networks, participate in community projects and provide support to local committees and other community groups in the interest of HelpingMinds;
- Develop and deliver specialised groups and workshops;
- Provide educational workshops and community awareness programs for Community Groups
- Provide positive representation of the HelpingMinds brand at seminars, meetings and workshops as required;
- Communicate the needs of the community to the Executive Child, Youth and Family Services

Community Development and Advocacy

- Promote the activities of HelpingMinds through liaison with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary;
- Develop and maintain close working partnerships with local government and non-government organisations and develop strong referral pathways;
- Advocate on behalf of clients as necessary;
- Represent HelpingMinds at network meetings to develop and deliver advocacy strategies and;
- Establish, foster and maintain close working links with relevant CALD Aboriginal and non-Aboriginal service providers to develop and maintain effective services to family members and Carers and;
- Facilitate community reference and advisory groups for clients and stakeholders to collect feedback for continuous improvement and inform Service Delivery initiatives.
- Where clients' needs are best met through assistance/services provided by partner and other agencies, advocate with those agencies to access assistance for our client/s
- Attend networking events and stakeholder meetings and promote the service where appropriate.

KEY PERFORMANCE INDICATORS

NA

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

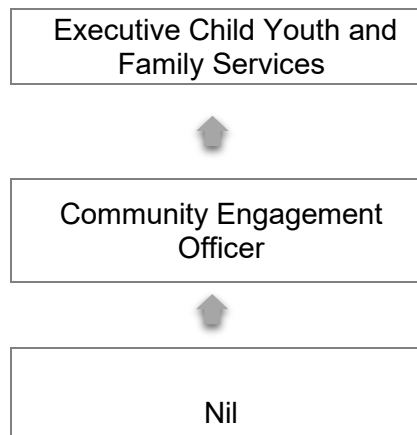
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AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time/ Casual /Contract
FTE:	x.xx (xx hours per fortnight)
Position Classification:	Salary level 2.5 – 3.2
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Current Driver's License and Vehicle
- Working with Children Check
- Current National Police Clearance
- Current First Aid Certificate
- A relevant Qualification E.g. Health, Education, Community Services or Mental Health

EXPERIENCE, SKILLS AND KNOWLEDGE

- Strong experience engaging and working with young people and families;
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to work with minimum direction and to effectively communicate with Management and the team
- Work collaboratively to ensure effective team goals and client outcomes are met
- Demonstrated ability to provide advocacy services to clients
- Demonstrated effective oral and written communication skills
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Diploma in Counselling
- Mental Health First Aid
- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;
- Experience in community development/advocacy, or working with young carers and families living with a mental illness

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EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website

<https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.