



Position description

Community Engagement Officer

Section A: position details

Position title:	Community Engagement Officer
Employment Status:	Permanent Part Time (4 days a week)
Location:	Leith Park, St Helena, VIC 3088
Responsible to:	Chief Executive Officer

Position overview

The Community Engagement Coordinator is a vital part of the organisation's community connections and will deliver high quality, contemporary community activities to build awareness of and engagement with our villages in our local communities. The position is also responsible for coordinating the organisation's volunteer program.

Section B: key responsibilities

- Developing, strengthening, and maintaining positive engagement with local people living in the communities in which OCAV operates
- Develop and implement engagement initiatives that build awareness of our villages in the communities in which we operate
- Source, interview, and onboard volunteers, matching their interests with opportunities across the organisation.
- Manage and mentor volunteers, supporting them to complete necessary training
- Promote the efforts of our volunteers, celebrating their contributions and recognising their achievements
- Build and maintain good working relationships with community stakeholders
- Maintain and develop the Association's volunteer program across all sites
- Lead and engage in activities that promote the OCAV service offering
- Support and develop initiatives that promote the organisation's brand within the local communities
- Develop and execute local community engagement plans that support strategic and operational goals
- Put in place measures for recording success in community engagement efforts, gathering data and producing meaningful reporting.
- Continually review procedures and data to ensure compliance and efficiency

Section C: Professional Conduct & Continuous Improvement

- Demonstrates a positive attitude to the agreed responsibilities of the position
- Understands and protects the rights, needs and responsibilities of residents, staff and volunteers
- Understands and integrates the values and philosophy of the organisation into work practices
- Maintains confidentiality at all the times

- Participates in the development and review of procedures aiming for best practice.
- Consistently follows organisational and service policies and procedures
- Contributes to the continuous improvement of programs, systems, processes, and practices
- Identifies and seeks assistance to solve problems related to responsibilities

Section D: Key Competencies

The following competency criteria will inform our selection decision:

- Significant experience working with community groups, particularly in the aged care sector
- Demonstrated ability to lead and guide volunteer teams
- Highly developed consultation and interpersonal skills including ability to build influential and productive working relationships with stakeholders
- Demonstrated ability to priorities competing demands and exercise sound judgement and initiative
- Have outstanding organisational, project management and multi-tasking skills
- Proven ability to liaise effectively with people from a range of social and cultural backgrounds
- Highly developed written and verbal communication skills
- Intermediate to advanced skills in Microsoft office and good knowledge of various social media platforms and Client Relationship Management Systems.

Key Performance Indicators

- Growth in waitlist numbers
- Volunteer hours
- Number of events attended/conducted
- Number of new contacts

Conditions of employment

The terms and conditions of employment will be in accordance with the individual agreement. A number of benefits are available to staff, including generous salary packaging arrangements.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all employees. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, international check will be required. The cost of these checks will be borne by the applicant.
Car license	As the position requires travel between villages, a valid Australian driver's license (P plate or above) must be supplied.
Covid vaccination	All employees must be fully vaccinated against Covid-19 (including Booster) and provide evidence thereof.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment. You must comply with all terms of any such grant of a right to work in Australia where applicable.

Incumbent Statement:

I have read, understood, and accept the above position description.

(Signed)

(Date)