

## Position description

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<b>Title</b>	Stakeholder Engagement Manager
<b>Reports to</b>	Head of Stakeholder Engagement & Partnerships
<b>Classification &amp; Salary</b>	SCHCADS Modern Award Level 8.1 (pus super and salary packaging)
<b>Employment Status</b>	Full Time, Ongoing
<b>Primary Location</b>	Latrobe Street
<b>Date</b>	May 2022

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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### **Role Purpose**

As the incumbent in this role, you will build and maintain enterprise wide lasting and valuable relationships with key and potential partners and other stakeholders. Acting as a key point of contact for GSANZ, you will build awareness of our programs and services and identify opportunities for collaboration including the development of client referrals pathways.

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## **Key Responsibilities**

- Identify, secure, develop and monitor strong partnerships with an emphasis on the Financial Capability and Independence programs and Financial Inclusion & Access programs that deliver against GSANZ's strategic priorities
- Lead the ongoing development and implementation of the Partnership Management Framework and process including the formalisation and monitoring of the partnership ie. MOU
- In conjunction with the Client Service team, lead the process to coordinate the development and delivery of engagement plans for each stakeholder group, establishing key objectives, deliverables, roles and responsibilities, and maintain oversight of the delivery of these plans
- In conjunction with the Marketing and Client Service Teams, identify and develop a suite of engagement tools and materials ensuring targeted content for these stakeholders
- Work with the Marketing team members to facilitate the leveraging of stakeholder communication channels to reach potential service users
- Working closely with the Business Development Manager and the Client Services team, identify and initiate further opportunities for expanding partnerships to optimise impact
- Autonomously operate as a senior specialist with broad direction from senior leaders, exercise managerial responsibility and organizational activity with regards to building and maintaining relationships with partners and stakeholders
- Identify data/insights that are required to monitor the success of the engagement plan and lead the development and delivery of reporting metrics
- With some guidance from the Head of Stakeholder Engagement, lead a collaborative process to design, develop, implement and optimize a stakeholder database
- Contribute to research, executive correspondence, media and other communication material for our organisation and key stakeholders

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Support the delivery of best practice service to clients in line with agreed goals/contribution
  - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own Practice
  - Maintain a client-centered approach to service delivery at all times
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### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with the referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission and values and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

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### **Qualifications, Experience and Mandatory Requirements**

- Qualifications in communications, public policy, public relations, social work or Case Management or a related field.
- Post graduate qualifications in related areas would be advantageous.
- Substantial experience in liaising and negotiating with senior leaders and advising on approaches to stakeholder engagement, external communications and building constructive, trusted and effective relationships.
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

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### **Key Selection Criteria**

1. Demonstrated experience building and managing strong partnerships
2. Substantial post-graduate experience working in the community sector and in particular Family and Domestic Violence (FDV) services
3. Strong project management and organisation skills and experience
4. Excellent communication skills facilitating building effective and trusting relationships with key stakeholders.
5. High level strategic thinking and problem-solving with the ability to navigate complex issues and turn strategy into action
6. An eye for detail and experience in the management and monitoring of high level stakeholder plans

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### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Proof of COVID-19 vaccination or proof of medical exemption

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competency training as part of their professional development plans.

**Very attractive Salary packaging** is available to all employees.