

Position Description

Community Engagement Officer

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| Position Title | Community Engagement Officer |
| Location | Gympie; with travel required across NCACCH service region/s |
| Employment Status | Full time; 36 hours p/w |
| Position Report To | Manager – Community & Programs |
| Position Responsible for | Nil |
| Remuneration | Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%) |

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives.

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

The Community Engagement Officer is part of the Community Health Services team and reports to the Manager – Community & Programs, and at times, takes direction from the General Manager and Chief Executive Officer.

The Community Engagement Officer provides a population and preventative health approach across the Aboriginal and Torres Strait Islander community. This role will focus on improving the health and wellbeing of Aboriginal and Torres Strait Islander people through the provision of comprehensive and culturally valid health promotion programs, initiatives and activities. This role also involves building and strengthening service partnerships both internally and externally, while supporting continuity of care across the service continuum and aims to meet and/or exceed the individualised needs of clients and their families.

The Community Engagement Officer is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Experience organising events, projects and programs, ideally in a community or health environment
- Highly organised with the ability to remain calm in high pressured situations, work under pressure and meet deadlines.
- Demonstrated ability to work with, communicate & engage effectively with Aboriginal and Torres Strait Islander peoples, communities and their leaders, respecting traditional culture, values and approaches to business operations.
- Excellent communication, interpersonal skills and experience building & maintaining strong working relationships with a range of internal and external stakeholders
- Strong administrative skills with experience working with a range of systems & applications and the aptitude and willingness to learn other relevant programs as require
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Negotiation skills with a focus on overall outcomes
- Demonstrated knowledge, experience and understanding of health promotion strategies and preventative health issues specific to the Aboriginal and Torres Strait Islander population including child health, nutrition, smoking and physical activity

Desirable:

- Qualification in events, project management, community work, health or similar
- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Knowledge of local, state, and national health policies, resources, and organisations.

- Understanding of the social determinants of health and how these impact on health behaviours.
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Mandatory Qualifications / Professional Registrations and Licences

- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people, unless professional exempt
- Current First Aid & CPR qualifications

General Role Requirements

- Regular work out of normal hours of duty, including some weekends
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

Duty Statement

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| Position Title | Community Engagement Officer |
| Reviewed | May 2024 |
| Reports to | Manager – Community & Programs |

Summary of Duties

In accordance with the relevant policies of NCACCH, the procedures developed under these policies, program guidelines and subject to directions of the Manager – Community & Programs, General Manager and Chief Executive Officer, the Community Engagement Officer will implement the development, implementation and evaluation of health-related programs, activities, initiatives and interventions to improve the health and wellbeing of Aboriginal and Torres Strait Islander people.

In co-operation with and subject to direction of the Manager – Community & Programs and /or the General Manager and Chief Executive Officer, the Community Engagement Officer shall carry out the following duties:

- Develop, implement, and evaluate a range of NCACCH projects and programs with a focus on improving the health and wellbeing of Aboriginal and Torres Strait Islander individuals and families such as:
 - Tackling Indigenous Smoking (TIS) initiatives including the Djum Baal school challenge, anti-smoking pop-up stalls and other Tackling Indigenous Smoking-related events and activities designed to support community to quit smoking or prevent the uptake of smoking
 - Design and delivery of health-related events and campaigns
 - Design and delivery of community programs e.g. Men's Group/Women's Group
 - Implementation of child and youth-based activities e.g. the school-based Back on Your Feet mentoring program, health screening events, playgroup activities
 - Provide regular engagement and support for NCACCH clients and community members
- Develop and maintain strong networks and relationships with organisations and providers in the region, in order to promote and increase brand awareness of NCACCH
- Collect, interpret and report on data for all programs and initiatives
- Maintain accurate and legible records
- Support the development and distribution of marketing and promotional material as required ie. newsletters, social media posts, flyers, brochures, etc.
- Contribute proactively to the team environment by providing support and backfill for other team members on occasion
- Develop and maintain links between other NCACCH programs and business units
- Assist in the preparation of written report/s on Community Health Services program activities for NCACCH and funding bodies as required
- Participate in required forums, committees and panels as required (eg NAIDOC committee)

- Other duties relevant to NCACCH as directed by the Manager – Community & Programs, General Manager and/or Chief Executive Officer.

Relationship Management

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community.

Information Management

- Undertake reporting activities & administrative duties, within required timeframes relevant to the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility.

Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards.

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence.

NCACCH Values

All employees of NCACCH must carry out their duties and conduct themselves in accordance with the organisation's values, Code of Conduct & policies/procedures. NCACCH values are:

- Transparency
- Safety
- Diversity
- Respect
- Collaboration
- Innovation
- Integrity

Legal Obligation

Health professionals or staff members who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety.

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.