

**Position Description
New Directions: Mothers and Babies Services**

Position Title:	Community Engagement Officer- IAHP (New Directions Project)
Business Unit:	Children's Services
Department:	Community Wellbeing
Directorate:	Community Services
Classification:	Band 6
Date:	October 2020
Reports to:	Team Leader Children's Services Partnerships
Supervises:	Nil
Internal Liaison:	All Council Departments
External Liaison:	<p>A broad range of community and government stakeholders, businesses, agencies and services providers relevant to Aboriginal and Torres Strait Islander (ATSI) Communities inclusive of:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander (ATSI) families • Traditional Land Owners (Bunurong and Wurundjeri People) • Dandenong and District Aborigines Cooperative • First Peoples Health and Wellbeing • Monash, Bunurong and Peninsula Health Services • Casey and Frankston LGA's • Koori Maternity Services • Medical practitioners • Hospitals and community agencies • Department of Health • Department of Social Services • Department of Education and Training (DET)

1. Position Objectives

The primary objectives of the position are to:

- Contribute to the development, design and implementation of high quality, evidence-based health activities for Aboriginal and Torres Strait Islander (ATSI) mothers and babies in ante-natal and post-natal care, maternal and child health, immunisation and primary health care promotion.
- Maintain and build relationships with local and regional Aboriginal community groups, organisations and service providers in supporting primary health outcomes for Aboriginal and Torres Strait Islander (ATSI) mothers and babies.

2. Key Responsibility Areas / Position Specific Responsibilities

****Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

Service Deliver, Planning, Advocacy and Research

- Deliver health and wellbeing activities as directed by the Team Leader, in accordance with the IAHP- (New Directions) Action Plan.
- Monitor and research emerging social, health and wellbeing issues related to aboriginal families.
- Provide analysis of regional, state and federal policy initiatives, which have implications for Council in supporting health and wellbeing outcomes for aboriginal families.
- Contribute to the development, implementation and evaluations of plans and policies for the Community Services Directorate and across Council, including the IAHP- (New Directions) Project Plan, Children's Plan and RAP Plan.
- Provide high level consultation and community engagement practices with aboriginal led health organisations and their families, whilst developing and maintaining strong internal and external relationships and networks.

- Contribute to submissions and applications for funding, awards and policy responses including, preparation of papers, reports and documentation to ensure strong advocacy, planning and policy on social health and wellbeing outcomes for local aboriginal families.
- Research, analyse and interpret social health and wellbeing data and information to draft high quality reports for Council and management.
- Monitor and recommend responses to emerging social health and wellbeing policy issues for aboriginal families and report on outcomes, ensuring compliance and organisational requirements are met.

3. Overall Position Accountability and Authorities

Directly accountable for:

- The provision of high-quality specialist advice and reporting on social health and wellbeing planning and advocacy, in relation to aboriginal clients and their families, with the freedom to act subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual aboriginal clients may be significant, but it is usually subject to appeal or review by more senior employees.
- Delivering operational and strategic perspective and providing health and wellbeing outcomes which are sustainable, responsible and beneficial to Greater Dandenong, Casey and Frankston LGA's and their Aboriginal communities. Where responsible for managing resources, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Monitoring developments across aboriginal led community services and health programs, facilitating appropriate cultural community engagement in activities, events and programs and ensuring management and stakeholders are kept informed, (with confidentiality and sensitivity).
- Providing input into departmental planning and contributing to corporate planning and reporting processes. This work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of planning and process development.

4. Judgement and Decision-Making Skills

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

Independently

Required to make well thought through, sound judgements and decisions on:

- Applying relevant specialised expertise to routine decisions, methods, procedures and processes.
- Solving problems independently using initiative, experience and business acumen.
- Applying and interpreting statistical/economic/business data.
- Innovative and creative solutions will be needed when precedent is not evident.

With Input from the Team Leader Children's Services Partnerships

- Researching, identifying and proposing solutions to complex issues related to Aboriginal family's advocacy and social health and wellbeing planning for the IAHP (New Directions) Project.
- Determining the most feasible and cost-effective strategy to achieve an acceptable outcome taking into account risks, costs and impacts to aboriginal clients and Council.
- Variations to 'standard processes' to explore different situations and strategies and more complex decisions are subject to review with the Team Leader.
- Going outside the norm when seeking external opportunities.
- Assist in developing action plans and budgets for IAHP (New Directions) Project.

With Input from the Team Leader Children's Services Partnerships

- Expected to make assessments and recommendations on issues, trends, gaps, ideas for innovation and improvement and any potential issues that may impact upon the success of the program/plan.
- Preparing for and seeking approval of advocacy and social planning recommendations/initiatives for aboriginal families.

Guidance

- Guidance and advice are usually available from the Team Leader.
- Before seeking guidance, it is expected that you will have independently researched and developed a range of options and solutions for consideration.

5. Specialist Skills and Knowledge

- Proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices:
 - A proven successful record of community engagement, advocacy, evidence and contemporary thinking in working with aboriginal communities to be responsive to needs and aspirations of aboriginal cultural balanced against a good knowledge of integrated local area planning, social, health and wellbeing issues affecting aboriginal families.
 - Good knowledge and skills in social research methods, design, implementation and analysis along with expertise in researching, planning and developing a range of advocacy, social planning and community development strategies, policies and programs for aboriginal community, including the underlying principles as distinct from the practices.
- Facilitation skills to develop partnerships with business, community and government agencies and support others to achieve agreed outcomes and ability to incorporate and deal with sensitive and confidential internal and council issues.
- A familiarity with relevant budgeting techniques is required along with an understanding of the long-term goals of the unit, the environment in which Local Government operates and of the relevant policies of both the unit and the wider organisation.

6. Management Skills and Interpersonal skills

- Skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Gain cooperation and assistance from aboriginal clients, members of the public and other employees in the administration of defined activities of the IAHP (New Directions) Project. Skills involve advocating and consulting with stakeholders in conjunction with the Coordinator, Team Leader and Manager, including the capacity to work diplomatically and professionally across Council, with aboriginal community groups, agencies and organisations.
- Liaise with their counterparts in other organisations to discuss specialist matters and with other employees with other functions in their own organisation to resolve intra-organisational problems.
- Well-developed written skills to prepare reports, submissions and funding applications along with effective interpersonal skills, incorporating verbal and written communication, engagement advocacy, problem solving and customer service.
- Intermediate to advanced PC skills with the capacity to transition information into business enhancements.


7. Qualifications and Experience (Key Selection Criteria)

- A tertiary qualification in Social Science, Aboriginal and/or Torres Strait Islander Primary Health Care, Community Development, Public Social Health Policy or equivalent with some demonstrated relevant experience including:
 - developing partnerships with families, community and government agencies to lead others to achieve agreed outcomes;
 - well-developed skills and experience in aboriginal community consultation and engagement, incorporating a successful record in advocacy, developing policy, conducting research and social planning, including a genuine commitment to ethical management and inclusivity in decision making, principles of social justice and equitable access.
- Skills in managing time, setting priorities, planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Highly effective interpersonal skills, incorporating verbal and written communication, analytical, problem solving and customer service along with a familiarity with relevant budgeting techniques.
- A current (and ongoing) valid Victorian Driver's License, as well as satisfactory (and ongoing) Working with Children's and Police Checks supplied prior to offer of employment and commencement.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name: Jacqueline Gray	Signature: 
Date: October 2020	

Manager:

Name: Marcus Forster	Signature: 
Date: October 2020	

Director:

Name: Martin Fidler	Signature: 
Date: October 2020	

Position Occupant:

Name:	Signature:
Date:	

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Marcus Forster

Cognitive Demand	Yes	No
Regular communication with team/work mates	X	
Regular communication with others	X	
Verbal instruction and supervision of others		X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

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APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.