

<b>Position Title:</b>	Community Engagement Officer
<b>Location:</b>	Quantum – Morwell Office with all site visits (Warragul, Sale and Bairnsdale) & other Quantum facilities for consultation/feedback with consumer and community groups & key stakeholders
<b>Hours of Duty:</b>	As per Employment Agreement.
<b>Duration:</b>	Ongoing 0.8EFT
<b>Salary:</b>	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
<b>Classification:</b>	Social and Community Services Level 5
<b>Reports to:</b>	Manager, Innovation and Community Strengthening

## Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

### Our Vision

Quantum serves to enrich the wellbeing of Gippslanders.

### Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

### Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

## Primary Position Objectives:

- Develop Consumer Engagement Strategy with key stakeholders and service beneficiaries
- Work with staff to complete and enhance the Community Engagement Strategy
- Work with staff ensure the Stakeholder Engagement Strategy is updated and reviewed
- Work with Communications Officer, and Community Strengthening coordinators to facilitate focus groups on current community issues and ideas
- Develop external networks, undertake service mapping and operational scans in inner and outer Gippsland to develop the concept of the family wellbeing model of care; that strengthens community wellbeing and stakeholder engagement
- Map programs to social health teams models of care (wrap around services)
- Develop community-based/place-based educational and empowerment projects that seeks to strengthen participation of community members and service beneficiaries (Learn Local, QUEST, inclusive activities, CALD, multi-cultural engagement)
- Ensure evaluation methodologies are applied to all areas of community and stakeholder engagement
- Undertake submission writing to support ongoing social, emotional, mental and economic wellbeing of Gippslanders
- Develop and implement quarterly client satisfaction surveys; or establish electronic mechanisms at all Quantum sites for ongoing customer feedback

## Duties and Responsibilities:

- Develop a staff work plan that sets milestones, goals and objectives
- Develop Consumer Engagement Strategy
- Develop capacity building and empowerment framework/s to improve wellbeing, resilience and increase social, educational or health outcomes
- Contribute to the identification and coordination of strategies, policies and plans that respond to broader strategic planning at a Local Government level; or with key lead agencies
- Seek out grants to strengthen community engagement; and social, emotional, and economic wellbeing

- Build communications and engagement capacity and resources
- Coordinate focus groups and workshops to listen, record and develop qualitative and quantitative reports using The Most Significant Change Evaluation Framework, group discussions and interview techniques
- Participate in stakeholder project meetings with key partners; including facilitate and assist to develop viable project plans for new activities, programs and events
- Assist communities with project and program development, and funding submissions
- Liaise with community groups in setting up workshops, organising locations and catering
- Liaise with Community development staff of Local shire Councils with regards to community events, and project delivery
- Analyse data sets and research literature; and establish mechanisms for service beneficiary input into strategic planning
- Work with operational teams to understand and assemble the information needed for preparing submissions, developing business plans and service models
- Develop an ethical framework to engage with client, consumers and beneficiaries of Quantum services; including policies and procedures

#### External Communications.

- Build communications and engagement capacity
- Work with staff on promoting localised community engagement events
- Provide exceptional customer service to external customers and beneficiaries
- Develop and support the writing of submissions, and consider Shire Council Grant s cycles.
- Conduct network meetings, community planning and consultation forums; and facilitate workshops as required.
- Work collaboratively with recreation, community services and volunteer programs
- Design and conduct surveys for client, consumer and community feedback
- Develop innovative and entrepreneurial partnerships across Gippsland
- Engage and consult with CALD, and Aboriginal Torres Strait Islander, and multi-cultural services to ensure Quantum understands cultural safety and diversity; and embed feedback in the Diversity Plan

#### Internal Communications

- Engage in team planning days, and embeds strategies and outcome measures into Stream and staff Action plans
- Work with staff on community project ideas that support to enhance the wellbeing of Gippslanders
- Work across all Quantum sites to ensure event campaigns are coordinated with key community stakeholders
- Work with staff to establish an ethical process and supportive policies for sharing consumer stories in the media; and narratives for evaluation purposes
- Maintain general business records such as meeting agendas and minutes; relevant documentation and correspondence in line with Quantum policies, procedures and accreditation and compliances
- Ensure accurate filing and review, monitor and maintain data information systems.

#### Occupational Health and Safety

Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

#### Quantum Values

- Lead by example and build an organisation of culture that fosters and supports team work and embodies Quantum values
- Maintain open communication channels through appropriate processes and behaviours to inform all Executive and team members of relevant issues
- Ensure a safe and harmonious work place consistent with Quantum values, OH&S requirements and EEO requirements
- Perform other duties relevant to Quantum Support Services' daily operations as directed by CEO and Manager, Innovation and Community Strengthening

### Accountability:

Accountable to the Manager, Innovation and Community Strengthening

### Key Selection Criteria:

1. Demonstrated experience in community engagement and community development planning including project management
2. Demonstrated high level writing and communication skills
3. Demonstrated high level computer software skills including use of Microsoft office products, web searching/researching; advanced excel.
4. Demonstrated ability to critically analyse data and research
5. Demonstrated high levels of engagement frameworks; and evaluation methodology applied to monitor, review and measure outcomes.
6. Proven to be innovative and solution focused; and able to apply successful community development principles
7. Demonstrated ability to use diverse software programs, information technology techniques; and advanced skills in excel.
8. Able to demonstrate the core values of Quantum.

### Other relevant skills, knowledge and experience :

#### Desirable

- Report and submission writing
- Industry experience, Train the Trainer qualifications
- Experience working with DET
- Project Management
- Extensive experience in community planning and development
- Evaluation techniques, research methods and knowledge of evaluation frameworks

**Key Relationships:**

- Work closely with the Chief Executive Officer (CEO).
- Work closely with the Executive Management Team (EMT).
- Work closely with the Stream Managers and Practice Leaders.
- Work closely with all members of the Innovation and Community Strengthening Stream on key marketing messages, initiatives and community engagement strategies.

**Mandatory Requirements:**

- Tertiary or diploma level qualifications or
- Demonstrated experience relevant to this position
- Completed application must address the key selection criteria, include qualifications, a current resume that contains the name, address and telephone number(s) of three referees.
- Police Check
- Working With Children Check
- Victorian Drivers Licence
- Child Safe Standards

**Conditions of Employment:**

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check;
- If you worked overseas for more than 12 months in the last 10 years an International Police Check will be required;
- The successful applicant is required to comply with the policies of Quantum Support Services Inc.;
- A current Victorian driver's licence is required, that is not at risk of being cancelled;
- Must meet Child Safe Standards;
- The position description is subject to an annual review

**Accountability:**

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**Revision History:**

Created 1st November 2018

**Acknowledgement:**

Please sign and date to acknowledge you have read and understood this position description.

Employee:  
 Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_/\_\_\_/\_\_\_\_\_

Manager  
 Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_/\_\_\_/\_\_\_\_\_