

POSITION DESCRIPTION

Community Engagement Officer Families, Wellbeing & Justice Program



Reports to	Families, Wellbeing & Justice Pragmas Manager/Executive
Direct Reports	Nil
Employment Type	Permanent full time
Award	Social Community Home Care & Disability Award 2010
Location	Moree, NSW

Centacare NENW is the Social Services Agency of the Catholic Diocese of Armidale and has been part of the local community since 2001. We offer a variety of social welfare services to support individuals, families, and our broader community. As a Catholic agency, we welcome everyone – regardless of religion, circumstance, ethnicity, economic situation, age, gender, or ability.

Our mission is simple yet profound: to help each person we serve reach their fullest potential and experience a fulfilling life. Our values are the foundation of our work and shape the way we consistently deliver our programs:

- **Dignity:** We treat everyone with respect and kindness, recognising that each person has unique value and deserves to be honoured.
- **Community:** We believe in the power of working together. By creating a welcoming and supportive environment, we help everyone feel part of our community, strengthening the connections that bring us together.
- **Cooperation:** We work hand-in-hand with various stakeholders, including local organisations, to ensure our services effectively meet the diverse needs of those we help.
- **Support:** Our commitment to support is about providing both emotional and practical assistance to empower individuals and families.

POSITION DESCRIPTION

Your team

The Families, Wellbeing & Justice Programs portfolio has a range of programs that provide holistic support to individuals, Families & Children which promote mental health and wellbeing. The portfolio is made up of programs that cover the New England and North West region of New South Wales.

Your role

As a Community Engagement Officer within the Supporting Adolescent Boys Program, the provision of work will be to conduct consultation with local community members, Elders and cultural authorities, partners and other organizations to ensure that services are responsive to the community need. Provide education and community awareness to challenge gender stereotypes, develop masculinity and build healthy relationships through respectful relationships education. Your work, in collaboration with other professionals, ensures a comprehensive approach to care, directly contributing to Centacare's goal of promoting resilience and stability within the community.

Key accountabilities include:

- Lead the development, implementation, evaluation and review of community engagement plans, in consultation with other Supporting Adolescent Boys team members and management.
- Lead the development, organisation and delivery of highly professional and evidence-based community education and awareness of FSDV.
- Design and coordinate events and activities for key target groups to increase the profile of the Supporting Adolescent Boys Trail and deliver key messages related to FSDV.
- Participating in community engagement activities and educational outreach in the community.
- Build relationships with external service providers and stakeholders to develop mutually beneficial partnerships that progress the achievements of the Supporting Adolescent Boys Trail
- Collection and provision of high-quality and robust data relating to participants, and (where safe and appropriate) insights from their families, carers, intimate partners and communities in relation to the program.

As a valued member of the team, you will also:

- Work positively and collaboratively, upholding and role modelling our values.
- Undertake reasonable care for your own health and safety and that of others in the workplace who may be affected by your actions.
- Undertake additional responsibilities or tasks as required.

POSITION DESCRIPTION

Job competencies

- Strong abilities in both verbal and written communication to ensure community engagement plans are clearly articulated and that complex concepts can be easily communicated to stakeholders of varying ages and backgrounds.
- High emotional intelligence to understand and empathise with clients' experiences and emotions. This includes being culturally sensitive and responsive to the diverse needs of the community, including families, and indigenous populations.
- Strong interpersonal skills to build trust and rapport with colleagues, and key stakeholders.
- Capability to deliver complex messages relating to FDSV.
- A strong ethical framework, ensuring confidentiality, respect for client's rights, and adherence to professional standards and legal requirements.

Key performance indicators

- Annual community engagement plan developed, effectively implemented, evaluated and an annual documented review completed
- Complete a minimum of 3 community events per year
- Monthly meetings with local Elders groups
- Regular activities and/or information sessions must be delivered, documented and evaluated.

Knowledge, experience, qualifications

- Strong community knowledge
- Ability to work with a range of internal and external stakeholders and to build and maintain effective partnerships and networks
- Excellent written and interpersonal, presentation and teamwork skills and emotional intelligence
- Experience in designing and implementing community engagement plans
- Experience in multidisciplinary team collaboration and a proven ability to work effectively within a team of social service professionals

Eligibility/other requirements

- Successful completion of a National Crime Check.
- Successful completion of a Working with Children Check.
- Valid Driver's Licence.

I acknowledge that I have read and understood the position's accountabilities, responsibilities, and capabilities as outlined in the above Position Description.

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