



## POSITION DESCRIPTION

<b>Position Title</b>	Community Engagement Officer – Gamblers Help Southern
<b>Program Area</b>	Community Connections
<b>Reports to</b>	Program Manager, Community Connections

### POSITION SUMMARY

The Community Engagement Officer is a vital part of the Community Connections team and will deliver high quality, contemporary community engagement activities within Gamblers Help Southern-Community Engagement Portfolio working across our catchment of Bayside, South East Melbourne and Frankston/Mornington Peninsula. This role will be instrumental in developing and implementing community engagement activities supporting the Community Connection Team.

The position has a portfolio of responsibilities that relate to one or more initiatives or priorities as specified in the annual Community Engagement Plan.

### About Gamblers Help Southern

Gambler's Help Southern (GHS) has been a program of Connect Health & Community since 1995. It offers a range of confidential, free services aimed at preventing or reducing the negative impacts of gambling related harm on individuals, families and the community. The program is funded via the Victorian Responsible Gambling Foundation (VRGF) and includes the following services:

- Therapeutic Counselling
- Financial Counselling
- Community Engagement
- Venue Support

GHS employs a harm minimisation public health approach, which aims to reduce the negative consequences of gambling by minimising or limiting risks for the individual and community. The development of strong, healthy, vibrant and supportive communities helps to minimise the risk factors associated with gambling related harm including the complex interplay between social determinants of health and characteristics of the individual.

### ROLE OBJECTIVE

This role is to improve community capacity to prevent and minimise adverse impacts of gambling through partnership interventions within community development and health promotion frameworks. The Community Engagement Team provides services targeted to populations at risk of gambling related harm.

### Universal Responsibilities of all employees:

- Promote activities and programs in accordance with Connect Health & Community Vision and Purpose.
- Model, and promote Connect Health & Community Values in the workplace.
- Adhere to Connect Health & Community Code of Conduct, ensuring professional conduct and confidentiality is maintained at all times, Equal Opportunity principles are followed at all times and undertake and promote safe work practices and procedures in accordance with Connect Health & Community Policy.
- Comply with all legislative requirements relevant to the position, policies, procedures, systems and processes of Connect Health & Community and other external stakeholders.
- Connect Health & Community are committed to the safety and wellbeing of children and young people.
- Intellectual Property remains the sole property of Connect Health & Community, unless otherwise authorised and confirmed in writing.

Connect Health & Community recruitment and selection procedures reflect our commitment to the safety and wellbeing of all our clients and being an inclusive and diverse workplace.

**INTERNAL AND EXTERNAL RELATIONSHIPS**

Internal working relationships include:

- Program Managers
- Team Leaders
- Senior Practitioners
- Staff and Volunteers

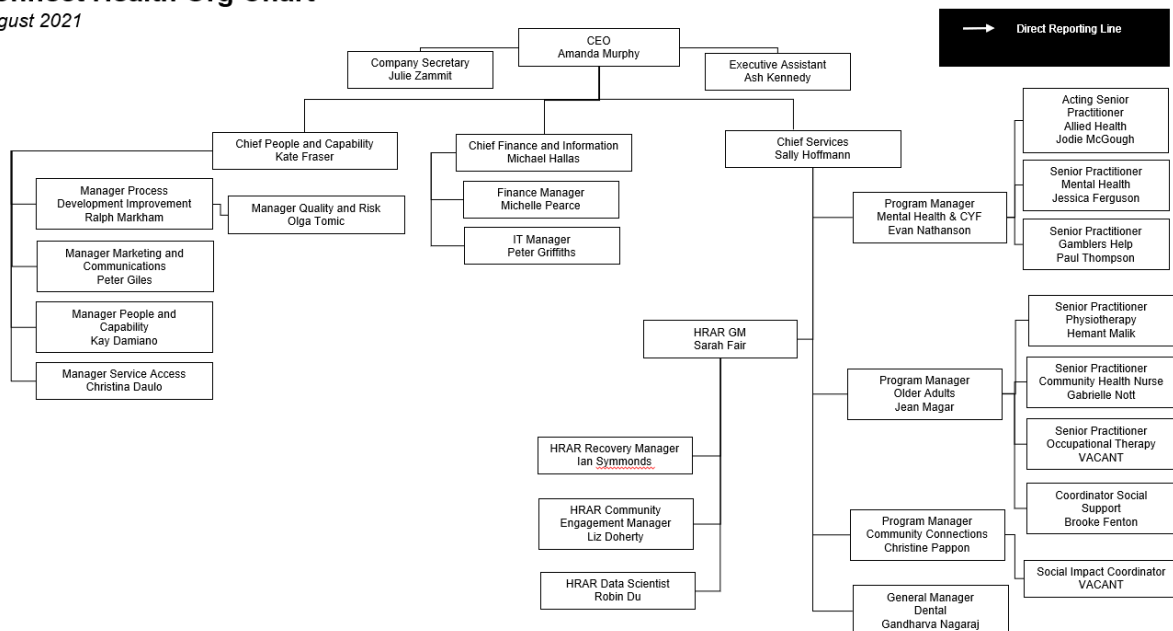
External working relationships include:

- Victorian Responsible Gambling Foundation
- Government Agencies
- Sector Networks and Members
- Victorian Health Care Association
- Other Community Health Centres and NGOs

**ORGANISATIONAL CHART**

**Connect Health Org Chart**

August 2021



**POSITION SPECIFIC RESPONSIBILITIES**

1. Work collaboratively within the Community Engagement Team
2. Increase awareness of and pathways into GHS services
3. Support and develop initiatives that promote healthy and informed gambling attitudes and behaviour in the community
4. Design, implement and evaluate prevention initiatives that reach across the spectrum of prevention
5. Design, implement and evaluate interventions that build capacity of services in other sectors to detect and respond to gambling related harm in at risk populations groups.
6. Apply system thinking approaches to embed interventions with sustainable outcomes
7. Provide education activities about gambling risks and harms to secondary school communities and other community settings
8. Support state wide community engagement and education by the facilitation of local activity to support state-wide messages, initiatives and programs

**OPERATIONAL RESPONSIBILITIES**

1. Ability to clearly document processes and provide effective and timely reporting on programs, initiatives and activities.
2. Ability to work in a multi-disciplinary team environment.
3. Ability to contribute to ongoing program development.
4. Ability to represent Connect Health and Community and the GHS portfolio competently and confidently in public settings.
5. Flexibility and commitment to learning and development.

**GENERAL RESPONSIBILITIES**

1. Commit to the transition of Connect Health & Community towards a contestable market environment where funding for service provision will be changeable and evolving
2. Meet performance expectations and mitigate the risk that under performance will have to contract obligations and stakeholder expectations
3. Promote activities and programs in accordance with Connect Health and Community strategic plan 2019 - 2021
4. Contribute to team activities that are in line with the Prevention and Health Promotion Strategy and participate in training as required.
5. Participate in working towards continual quality improvement within the business
6. Promote awareness to the community that Connect Health & Community encourages consumer, carer and community participation at all levels of the organisation
7. Participate in staff meetings and other organised activities such as quality improvement programs.
8. Undertake other duties as directed.

**KEY SELECTION CRITERIA****Qualifications, Key Skills, Competencies and Personal Attributes**

1. Knowledge of and demonstrated ability to use community engagement techniques
2. Well development computer skills and ability to work in Excel, Word & PowerPoint
3. Excellent communication skills
4. Ability to work both independently and collaboratively, with limited direction
5. Excellent organisational skills, including the ability to manage all aspects of project planning, delivery and reporting, across multiple initiatives and deliver to key performance indicators.
6. Minimum of 2 years' experience in a related field or position (desirable)

**Mandatory requirements:**

- Current Victorian Driver's Licence
- Current Police Check
- Current Working with Children check (employee)
- Evidence of COVID-19 Vaccination Status

**Qualifications:**

Qualifications in a relevant field – Community Development, Health Promotion, Education or Marketing

**Assessment**

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

- **Supports strategic direction**  
Proven ability to analyse situations and propose creative solutions, particularly in relation to communications and marketing.

- **Achieves results**  
Demonstrated ability to prepare effective and tailored materials for communications and marketing projects and to monitor and evaluate their implementation.
- **Supports productive working relationships**  
Demonstrated high level communication, both written and oral and consultation and negotiation skills with proven ability to liaise with senior executives and the staff within the organisation.
- **Displays personal drive and integrity**  
Ability to act independently to meet project goals within identified deadlines and budgets.
- **Communicates with influence**  
Knowledge of contemporary communications and marketing best practice, and experience in implementing communications and marketing strategies in practical situations.

**PERFORMANCE APPRAISAL**

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the Program Manager, Community Connections.

Conditions of Employment	
<b>Remuneration:</b>	The employee will be paid in accordance with the Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi-Enterprise Agreement 2017-2020.  Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.
<b>Tenure</b>	Fixed term tenure until 15 July 2022
<b>Location:</b>	Primary Location is 2A Gardeners Road, East Bentleigh.  However this position requires that you also travel to Bayside, South East Melbourne and the Frankston/Mornington Peninsula locations. Staff may be required to work at any Connect Health & Community (or partner) site.
<b>Hours of Duty/Flexibility</b>	<ul style="list-style-type: none"> <li>◆ Part-time 0.92 FTE (70 hours per fortnight)</li> <li>◆ It is the intention that program and/or service coverage is provided across the span of Connect Health operating times, however, staff may be required to work outside of business hours as requested.</li> </ul>
<b>Probationary Period:</b>	<ul style="list-style-type: none"> <li>◆ Confirmation of new employees to Connect Health is subject to a 6 month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Tasks and Accountabilities.</li> </ul>
<b>Pre-employment Checks</b>	<ul style="list-style-type: none"> <li>◆ Employment is contingent upon a satisfactory Police Check &amp; Working with Children Check</li> <li>◆ All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.</li> <li>◆ Relevant prior service must be disclosed.</li> </ul>
<b>On-going employment Checks</b>	<ul style="list-style-type: none"> <li>◆ It is the responsibility of staff to maintain and keep up to date all mandatory Checks, related to their position at their own cost.</li> </ul>

<b>Membership</b>	<ul style="list-style-type: none"> <li>◆ You must provide Connect Health a copy of your membership of a relevant association/professional body. Registration must always be current and maintained at your cost.</li> </ul>
<b>Pre-Existing Injury/Illness:</b>	<ul style="list-style-type: none"> <li>◆ Applicants are required to sign a Pre-Employment Declaration Form.</li> </ul>
<b>Organisational, program and personal KPI's</b>	<ul style="list-style-type: none"> <li>◆ Annual organisational, program and personal KPI's will be established and will be incorporated in individual performance plans.</li> </ul>
<b>General:</b>	<ul style="list-style-type: none"> <li>◆ Management, in consultation with the staff member, reserves the right to modify this position description as required.</li> <li>◆ Connect Health &amp; Community requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000</li> <li>◆ Connect Health is a totally smoke free workplace</li> </ul>
<b>Approval Date:</b>	17/12/21
<b>Revised Date:</b>	15/12/21
<b>Written By:</b>	Program Manager, Community Connections
<b>Authorised:</b>	CEO
<b>Acknowledgement:</b>	
<b>Employee Declaration:</b>	I have read, understand and acknowledge the contents of this position description.
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

**ORGANISATIONAL INFORMATION**

Connect Health & Community is a registered Company Limited by Guarantee operating in a quality, accredited, not-for-profit environment and governed by a Board of Directors.

Connect Health & Community incorporate key service delivery and community programs for Community Health, Commonwealth Home Support Program, Dental, Gambler's Help Southern (GHS) and Volunteers and Community Connections.

Connect Health & Community employ approximately 160 staff with an operating budget of approximately \$14.7M. Connect Health & Community has approximately 200 dedicated volunteers who assist our organisation and community. The organisation's strategic directions and organisational values are supported by our staff and volunteers and defined by behaviours, skills and attitudes.

Connect Health & Community is guided by the principles of the social model of health; holistic service provision; continuous quality improvement; community and consumer participation and the diverse social aspects of our community.

**VISION**

Healthy People, Healthy Communities

**PURPOSE**

Assisting you in meeting your health and wellbeing goals.

**VALUES****Respect**

- Treating others fairly and objectively
- Value the central role of family and community
- Freedom from discrimination, harassment and bullying

**Responsiveness**

- Meet the needs of our diverse community by providing services that are accessible and innovative, timely, cost effective, appropriate and of a high standard.
- Build an adaptive workforce to respond to changing community needs.
- Minimise barriers for people, especially vulnerable communities.

**Accountability**

- Accepting responsibility for decisions and actions
- Best service value with public funds
- Providing services professionally and to the highest ethical standards
- Acting in a transparent manner

**Collaboration**

- Working with people and communities to deliver quality, accessible integrated service
- Actively involve the community to achieve people-centred service
- Joint communication and decision making treating all clients, staff and the community with care, dignity and understanding
- Provide a supportive and safe work environment for all voluntary and paid staff

**Responsiveness**

- Meet the needs of our diverse community by providing services that are accessible and innovative.