



POSITION DESCRIPTION

Community Engagement Manager (ECEI)

This position description describes the scope and skills required of the Community Engagement Manager (ECEI) at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Community Engagement Manager (ECEI)

Fixed Term Full Time position

REPORTS TO: Philip Moran

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service and early childhood early intervention (ECEI) partner, providing a comprehensive range of health, early childhood and community services.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health and mainstream community services and plans and delivers our services accordingly.

Recognises that participant, community and staff engagement in all aspects of our activities is essential for effective governance.

Strives to provide quality services, in a professional, timely manner, to participants from culturally and linguistically diverse backgrounds and to participants in the NDIS, children requiring early intervention and to people who may require different communication approaches.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services.

We **listen** to people who need our services and we advocate for our community.

We provide **accessible**, innovative, and high quality services and programs.

We **partner** with other organisations to ensure the development and delivery of better services.

SCOPE OF THE ROLE

The incumbent of this position will play a key role in delivering the National Disability Insurance Scheme (NDIS) Partners in Community (PIC) Early Childhood Early Intervention (ECEI) service in the Ovens Murray regional area of Victoria. The Community Engagement Manager will be responsible for the development and implementation of a Community Capacity Building Plan incorporating community education, partnerships and community building strategies in line with the NDIA's Statement of Requirements (SoR).

The NDIS is a major national reform with an insurance based approach. It is a new way of providing support for eligible people with permanent and significant disability, their families and carers, via individualised funding packages based on a client's level of need. The PIC enables the Scheme to be implemented at a local community level. Link Health and Community (Link HC) is the appointed PIC for the Inner and Outer East Metropolitan and Inner Gippsland areas delivering ECEI and ensuring children with a developmental delay or disability and their families and carers are well supported by a flexible and responsive range of supports. Link HC is the first contact point for families with children aged birth to six.

Reporting to the General Manager - NDIS, the Community Engagement Manager will form part of a Team role that will play a key role in:

- Assisting children (0-6) with developmental delay or disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the NDIS, and
- Ensure that children (0-6) with developmental delay or disability are supported in their local communities and mainstream services by building greater awareness and social inclusion for children with developmental delay or disability and their families.

1. DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

- 1.1. Develop and implement a Community Capacity Building Plan incorporating community education, partnerships and community building strategies.
- 1.2. Co-ordinate and participate in service promotion, training, and professional development activities as identified within the Plan.
- 1.3. Liaise with internal and external services to maintain relevant links and networks to strengthen services for children with disability or developmental delay and families and ensure effective referral pathways.
- 1.4. Support service mapping activities across the Region and establish relevant partnerships and collaborations as appropriate.
- 1.5. Develop and maintain an effective service network through the provision of information and marketing.
- 1.6. Liaise with other professionals to develop region wide initiatives that are consistent with meeting identified needs in the community.
- 1.7. Support the establishment and implementation of the PIC ECEI service in the Inner and Outer East Metropolitan and Inner Gippsland service areas.

- 1.8. Communicate the role, goals and function of the PIC ECEI service and Link HC's values to community members.
- 1.9. Work collaboratively with a range of key stakeholders (internal and external) to ensure success of the proposed objectives of the service.
- 1.10. Work collaboratively with Link HC teams to ensure that Link HC provides integrated services.
- 1.11. Undertake other duties as reasonably directed by the Manager in line with the incumbent's skill and experience

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Philip Moran in respect to role responsibilities and professional expertise in order to assist with program development
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required
- 2.7 Complete reporting requirements and participate in research, data collection and quality assurance activities.
- 2.8 Uphold and adhere to privacy requirements and NDIA's Information Technology Usage requirements in line with contractual obligations

3.0 Quality Improvement and Professional Development

- 3.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 3.2 Contribute to the organisations Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 3.3 Participate in identifying professional development and training needs and attend professional development activities as required.

4.0 Occupational Health & Safety (OHS)

- 4.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 4.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 4.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 4.4 Report injuries in the Site Register.
- 4.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

5.0 Equal Employment Opportunity.

- 5.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 5.2 Will contribute to the successful management of diversity in the workplace.
- 5.3 Will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

6.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.
- Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs.

7.0 Organisation Policies & Procedures

- 7.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

8.0 Code of Conduct

- 8.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

10.0 Information Communication Technology and Information Management.

- 10.1 Maintain a level of competency and knowledge in Link HC business applications (dependent on role) and internal IT systems including that of the NDIS IT System and Internal Link HC systems.

Note - Training in some applications may be mandatory.

REPORTING RELATIONSHIPS

This position is accountable to the Philip Moran

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Tertiary qualifications in health promotion, community development or related discipline.
- Demonstrated understanding of the National Disability Insurance Scheme and the needs of families and children with a disability.
- Awareness and understanding of the functional and social impact of disability.
- Demonstrated experience in designing community engagement frameworks for health and social organisation/s.
- Experience in coordinating and facilitating consumer and community engagement events and activities within allocated budget.
- Demonstrated ability to develop, implement and evaluate community awareness programs.
- Ability to engage and communicate to various groups of people, tailoring communication to suit specific target group/s.
- Excellent organisational and time management skills with an ability to prioritise multiple tasks and meet agreed deadlines.
- Ability to identify key stakeholders and build strong effective working relationships and partnerships (internally and externally).
- Capacity to work creatively and demonstrate initiative and actively develop a supportive team environment.
- Ability to travel across the service areas.
- Current Victorian drivers licence.
- Have own vehicle.

Desirable

- Knowledge and/or experience in Community Health.
- Marketing and communications experience.
- Experience in working within a values based community organisation.

Other

- Link HC is a child safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence prior to finalisation of the appointment and updated every three (3) years.
- A mandatory Working with Children check will be required for this role.
- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
- This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.
- Applications from Aboriginal people, people from a culturally diverse background and people with a lived experience of disability are encouraged.

SERVICE VALUES

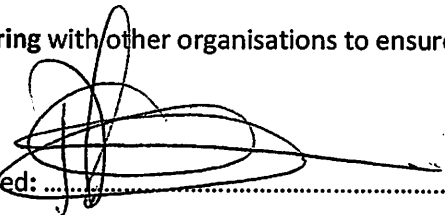
The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services.

Listening to people who need our services and who we advocate for our community.

Providing accessible, innovative, and high quality services and programs.

Partnering with other organisations to ensure the development and delivery of better services.

Approved: 

Philip Moran
Chief Executive Officer
Link Health and Community Limited

I acknowledge and agree that the above position description is an accurate reflection of the
Community Engagement Manager (ECEI)

Signed:
Employee

Name:

Date: