

## Community Engagement and Awareness Officer

Program	headspace Griffith
Location	Griffith
Employment Type	Part time – 4 days/week
Classification	SCHADS
Award	
Travel Required	As Requested
Applications Close	

### About Centacare South West NSW

Our Mission is to actively reach out to and serve vulnerable families and individuals by providing a range of quality targeted services and programs that are flexible and responsive to needs. By building on strengths of individuals, families and communities. And to promote social justice and inclusion.

### Organisational Context

The Community Engagement and Awareness Officer is a part of the headspace Griffith team that works closely with the Centre Manager and Clinical Lead to ensure Centacare’s staff and core business is managed across locations. Centacare South West NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families and communities in the Diocese.

### Position Purpose

The Community Engagement and Awareness Officer will work under the direction of the Centre Manager to raise awareness of the headspace brand and promote mental health literacy within the local community. This role will be responsible for taking the lead on organising high quality and engaging events that are within the Centre and community based. The Community Engagement and Awareness Officer will work alongside the headspace Clinical Team to develop and implement targeted programs that address identified needs within priority populations.

## Position Details

Reports To	Centre Manager – headspace Griffith
Direct Reports	None
Division	Headspace Griffith
Requirements	<input type="checkbox"/> National Police Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Possess an unencumbered driver’s license

## Relationships

The position liaises with the following stakeholders. This is subject to change.

External	<ul style="list-style-type: none"> <li>• headspace National</li> <li>• Griffith and surrounding communities</li> <li>• NSW State Government Funded Bodies (Police, Health, Education)</li> <li>• Other Non-Government Agencies</li> <li>• Families and Friends of young people</li> </ul>
Works closely with	<ul style="list-style-type: none"> <li>• Centacare South West NSW Management Team</li> <li>• headspace Griffith – Clinical Lead</li> <li>• Other Centacare Staff.</li> </ul>

## Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW’s strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
Client Support	<ul style="list-style-type: none"> <li>• Consult with local community members and stakeholders to be able to develop a yearly community engagement plan that addresses the needs of young people and their families.</li> <li>• Promote headspace services that align with headspace National and Centacare South West NSW branding policies.</li> <li>• Coordinate and run community events that promote headspace services and ensure the stability of the service through additional fundraising activities</li> <li>• Develop and or facilitate psycho-education and as required or directed by Centre Manager or Clinical Lead</li> <li>• Coordinate and support the Youth Reference Group to develop their participation in the running of the Centre, while providing leadership and upskilling to members.</li> <li>• Prepare and maintain appropriate, accurate and confidential records of, including, reports and evaluations as appropriate and statistical data as required by Board, CEO, management and headspace National</li> </ul>

#### Service Quality

- Establish and maintain specific and identified linkages within the local interagency networks
- Develop and contribute to community events that ensure young people have increased connections and social networks.
- Maintain professional records and ensure administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework.
- Monitor, review and evaluate event outcomes.

#### Health and Safety

- Adhere and contribute to Work, Health and Safety in the workplace
- Develop comprehensive event risk assessments and provided mitigation strategies to reduce all elements of risk.

#### Quality Assurance

- Contribute to continuous improvement processes and adhere to Quality Assurance policies
- Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards

#### Human Resources

- Undertake appropriate supervision on a regular basis and relevant team or peer support activities.
- Participate in professional development and Agency activities as negotiated with the Centre Manager and Clinical Lead
- Undertake any other duties as requested by the Centre Manager or Clinical Lead

## Selection Criteria

### Essential

1. Hold a minimum of a Diploma (community services, counselling, or youth work) and/ or experience in event management/ community engagement
2. Demonstrated experience liaising with young people including knowledge of and sensitivity to the mental health needs of young people (12-25 years) and their families.
3. Demonstrated experience in the coordination and execution of events.
4. Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
5. Highly developed relationship building and communication skills and ability to work collaboratively with internal and external stakeholders.
6. Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients, Young People with Disabilities and Young People whom identify as LGBTQIA+.

## Key Values

Respect	We respect the uniqueness, dignity, diversity, cultures and beliefs of all people.
Social Justice	We advocate. We show compassion to individuals. We advocate for equity of access, fairness and justice. We seek to give voice to the vulnerable.
Empower	We care for the wellbeing of each person. We acknowledge strengths in all people and we seek to empower individuals to take control of their future.
Professional	We do the right thing. We accept responsibility for our actions and we support each other. We are ethical, committed, act with integrity and are accountable for our results.
Relationships	We embrace the power of relationships. We support positive relationships for our clients. We are committed to developing creative and collaborative connections for and within our community.
Team	We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team we make a difference.
Excellence	We are a center of excellence. We are innovative and adaptable. We have high standards and ensure best practice approached to our service.

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