

Position Description

Community Engagement Coordinator

Program	headspace Griffith
Location	Griffith
Employment Type	Part time – FTE .8
Classification	SCHADS
Travel Required	On request

About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient, and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

Organisational Context

The Community Engagement Coordinator is a part of the headspace Griffith team that works closely with the Centre Manager and Clinical Lead to ensure Centacare SW NSW staff and core business is managed across locations.

Centacare SW NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a not for profit, non-government organisation that has been providing professional services to individuals, children, health care professionals, businesses, and families since 1991. We are a member of Catholic Social Services Australia.

We act on behalf of the Diocese of Wagga Wagga to alleviate disadvantage, through the provision of services to children, young people, individuals, families, and the broader communities within South West NSW.

Position Purpose

The Community Engagement Coordinator is part of the headspace Griffith team. Their purpose is to promote the services of the headspace Griffith centre and help young people receive early access to health and other services. This includes young people who have or may be at risk of developing mental health and/or substance use disorder or have economic and social recovery needs.

They will do this by ensuring that accessible information is provided to young people, their families, and the local community; to increase the capacity of young people and their community; to connect with appropriate health and wellbeing support at the time they are needed. They will also help to increase community awareness of mental health issues among young people, facilitate youth and relevant family participation, organise, and deliver health promotion activities and community events to engage identified target populations.

The Community Engagement Officer will work as part of a multidisciplinary team and will be an experienced professional with considerable knowledge and experience in community engagement and youth advocacy. They will work collaboratively with all staff located at the headspace Griffith centre, to help ensure the program delivers youth-focused services to young people.

To find out more about Centacare SW NSW go to our website www.centacareswnsw.org.au or to find out about headspace go to www.headspace.org.au.

Locations

The Community Engagement Coordinator will be based at 1/26 Ulong Street, Griffith NSW 2680. However, the Employer may require you to work at other locations in accordance with organisational needs. You may be required to undertake travel in the course of your employment.

Position Details

Reports to	Centre Manager
Division	headspace Griffith
Requirements	<ul style="list-style-type: none">• NDIS Worker Screening Check• Working with Children Check.• Possess an unencumbered driver's license.

Relationships

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of individuals and organisations. They must positively represent headspace to the public, community, government, and other organisations.

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

Internal	<ul style="list-style-type: none">• Headspace Griffith centre staff• Centacare South West NSW• Youth Reference Group
External	<ul style="list-style-type: none">• headspace National staff• Staff from other headspace centres• Consortium partner organisations and staff

	<ul style="list-style-type: none"> • Local youth, health and community service providers and staff • Schools and wellbeing teams • Government departments, ministers, and staff • Young people and family and friends • Other external partners, vendors, providers, and key stakeholders
Works Closely with	<ul style="list-style-type: none"> • headspace Griffith staff • headspace Griffith Centre Manager and other Centacare SW NSW staff

Skills & Responsibilities

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

Skills & Responsibilities	Key Performance Indicators
Community Engagement	<ul style="list-style-type: none"> • Assist with the development, implementation, and evaluation of a Community Awareness Strategy for the local centre in conjunction with the centre manager and team. • Design and coordinate events for target groups to increase the profile of headspace and deliver key messages (e.g., mental health literacy, reduced stigma, anti-discrimination, early help seeking). • Work closely with centre staff to ensure that the impact of any campaign/event is planned in stages so that clinical staff are available to manage increased referrals. • Assist in maintaining websites and utilising social media to develop opportunities for youth engagement and service promotion. • Produce documents and promotional material of a professional standard that comply with branding policy, suitable for external communication to a variety of target audiences. • Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace and the centre toward its objectives. • Represent headspace to various agencies and professional networks, the local community, and young people.
Health Promotion	<ul style="list-style-type: none"> • Assist in the planning, development, and delivery of community-based help seeking and mental health literacy education sessions, particularly in schools. • Work with headspace Griffith clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence based. • In partnership with the centre manager and other relevant staff develop an annual community engagement and health promotion calendar and communicate this to the team. • Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g., Youth Week, Mental Health Week).
Youth and Family Participation	<ul style="list-style-type: none"> • Recruit, train, supervise and support young people to be involved in the headspace centre Youth Reference Group and/or develop other mechanisms to engage young people with the work of headspace. • Work closely with the headspace Griffith centre team, to ensure that the views of young people and families are integrated into service planning and service

delivery.

General

- Keep up to date with relevant youth sector trends, gaps, and information.
- Participate in relevant training and development activities as an effective team member. Other duties consistent with the position where required and/or requested by the centre manager

People and Culture

- Participate in Centacare SW NSW Professional Review and Planning process.
- Participate in professional development and Agency activities as negotiated with the headspace manager.
- Participate in professional development and Agency activities as negotiated with the Centre Manager.

Undertake any other duties as reasonably requested by the Centre Manager.

Health & Safety

- Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.
- Contribute to and ensure a positive and collaborative culture is instilled within the organisation.

Quality Assurance

- Contribute to continuous improvement processes and adhere to Quality Assurance policies.
- Be familiar with the use of procedures and their relation to Centacare SW NSW policies.
- Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.
- Complete all mandatory learning according to Centacare SW NSW requirements and induction.

Human Resources

WORKPLACE POLICIES AND PRACTICES

All **headspace** Griffith employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to always abide by them.

It is always expected that employees and contractors will:

- Be respectful towards the organisation, colleagues, clients, and the public.
- Support the **headspace** vision and objectives and demonstrate the values of **headspace**.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory NDIS Worker Screening Check.
- Maintain a current driver's license and have access to their own vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).
- Undertake monthly KPI meetings
- Undertake any other duties as requested by the centre manager

Selection Criteria

Essential

- Demonstrated experience consulting with young people including knowledge of and sensitivity to the mental health needs of young people (12-25 years) and their families.
- Demonstrated experience coordinating and facilitating youth programs, events, and activities within a community setting.
- Strong experience and expertise with social media as a communication tool.
- Demonstrated ability to develop, implement, and evaluate community awareness programs.
- 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.
- Highly developed relationship building and communication skills and ability to work collaboratively with internal and external stakeholders.
- 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 who identify as LGBTQIA+.

Desirable

- Hold a minimum of a Diploma (community services, counselling, or youth work) and/ or experience in event management/ community engagement.
- Tertiary qualifications in Health Promotion, Public Health, Community Development, Social/Behavioural Science, Social Work/Planning, or related discipline.
- Experience in the not for profit/non-government sector.
- Experience in the mental health sector.

Knowledge and Skills

Essential

- Exceptional ability to engage and communicate to groups of people, tailoring communication to suit a specific target group or age range.
- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, and LGBTIQ+
- Broad knowledge of the range of services available to young people in the local government, health, education, employment, and youth sectors.
- Ability to organise and implement community engagement activities within an allocated budget.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple competing work tasks and deliver to agreed deadlines.

Personal Attributes

- High levels of professionalism, confidentiality, and discretion.
- Approaches tasks with a positive attitude.
- Self-motivated and demonstrates initiative.
- Ability to think creatively and develop innovative solutions to problems.

Centacare South West NSW Values

 Courage	We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.
 Respect	Along with our engaged staff who are leading brand ambassadors for Centacare SW NSW we will strengthen our community insight through consumer and carer consultation.
 Compassion	Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.
 Excellence	We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.
 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.
 Faith	As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.

Centacare SW NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

Reviewer	COO	Version:	January 2026
-----------------	------------	-----------------	---------------------

