

POSITION DESCRIPTION

Community Engagement Manager

Position Title:	Community Engagement Manager	
Reports To:	NCCH Community Villages Program Lead	
Direct Reports:	3	
Hours of Work/Status:	38 hours per week / 3 Years Fixed Term	
Location	Northern Rivers NSW – Corporate office	
Position Objective:	<p>The Community Engagement Manager, in close collaboration with the NCCH CV Program Lead, is responsible for assisting in the development and delivery of NCCH Community Villages community engagement strategy, leading communications and building relationships with internal and external stakeholders to positively promote NCCH within the Villages and with the local wider community.</p> <p>The Community Engagement Manager will oversee innovative participation and engagement for the NCCH Community Villages. A significant aspect of the role is to collaborate with relevant staff including Village Managers, Case Workers, Assets management and customer service staff to create, implement and support engagement activities.</p> <p>The driver for community engagement is to ensure pathways to social interaction, wellbeing, empowerment and participation which enable resident outcomes:</p> <ul style="list-style-type: none"> • Socialising and creating connections with each other. • Returning to work or gaining new employment. • Accessing training and education opportunities. • Participating and leading village activities and events. • Accessing GP, psychology and homecare services. • Able to exit the village positively and secure permanent housing. 	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Executive Manager Housing Services • NCCH Community Village (NCCHCV) Program Manager • Locational Village Managers • NCCH Team members working in the program and across NCCH business • Executive Management Team 	<ul style="list-style-type: none"> • NCCH residents • Resilience NSW • Department of Communities and Justice • External Stakeholders • Suppliers • Police and Emergency Services • Neighbours and current tenants of NCCH
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Engagement Strategy Development and Delivery 2. Resident Engagement 3. Partnerships and Relationship Management 4. Marketing 5. Safe System of Work 	
1. Engagement Strategy Development and Delivery	<ul style="list-style-type: none"> • Coordinate the delivery of high quality and cost-effective community engagement strategies and approaches that promote community engagement programs optimised for identified program outcomes. • Review and evaluate ongoing effectiveness and make recommendations for improvement. • Influence effective community engagement program design and delivery by researching and identifying the specific issues, needs and interests of target audiences through timely and relevant consultation mechanisms. • Identify and recommend pertinent issues impacting on future community engagement strategies, approaches and programming. • Provide technical input into the accurate and timely preparation of reports, submissions, 	

	<p>briefing notes and correspondence on a range of issues including contentious or politically sensitive issues often involving significant financial implications and NCCH credibility.</p> <ul style="list-style-type: none"> • Support effective project management by preparing and submitting high quality project plans and briefs to management, organising priorities, resource management, ongoing monitoring of milestone achievement, standards and outcomes, project evaluation and drafting and presenting of timely status reports, and project delivery within scope, budget and timeframes.
2. Resident engagement	<ul style="list-style-type: none"> • Collaborate with relevant staff to create, implement and support engagement activities which work to meet program outcomes • Support resident-led engagement activities and forums • Assist in monitoring and reporting on trends, needs and issues of residents in the Community Villages that impact on policy and service delivery • Source alternative resources, funding or opportunities to support resident requests in collaboration with Executive Management Team • Grant identification and writing in collaboration with Executive Management Team
3. Partnerships and relationship management	<ul style="list-style-type: none"> • Develop and drive the NCCH and NCCH Community Villages engagement plan that clearly identifies stakeholders, partners and measures • Develop and maintain strong internal relationships with all internal stakeholders • Maintain and continue to develop key existing and new relationships • Participate in relevant communications and engagement stakeholder meetings including, local interagency, CHIA NSW, Powerhousing Australia etc for the benefit of the NCCH Community Villages program • Facilitate and maintain relationships with CHPS, NFPs and local government and community groups to ensure suitable consultation for promotion activities • Work collaboratively with the NCCH Community Villages Program Lead on community development and engagement initiatives • Work collaboratively with Executive on Engagement initiatives.
4. Marketing	<ul style="list-style-type: none"> • Assist in developing and driving NCCH and NCCH Community Villages messaging and branding • Produce relevant content and promotional material on the Villages for external and internal distribution in collaboration with the Executive team • Manage and monitor social media as it relates to the Villages • Liaise with various regional media sources to promote upcoming events and promotions • Produce content for publications including Annual Report and newsletters regarding the NCCH Community Villages.
5. Safe System of Work	<p>All NCCH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices; • understand and work to NCCH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions; • undertake work in a manner that is not harmful to your health and safety and the health and safety of others; • work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations; • comply with Risk Management policies, procedures and work instructions; • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents; • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training <p>All Managers and supervisors are directly responsible for workplace safety within areas under their control. This includes the physical aspects of the work and the workplace as well as the risks of bullying, harassment, and stress in their area of management.</p>

	<p>Managers and supervisors must, in consultation with staff:</p> <ul style="list-style-type: none"> • Identify risks and hazards; • Take all reasonably practicable steps to eliminate or minimise those risks and hazards; • Monitor effectiveness of steps taken to ensure health and safety; • Where an incident or injury has occurred, take remedial action (and maintain records of this) to eliminate or minimise the hazard that caused the incident or injury; • Arrange for appropriate training; • Ensure that where they do not have the resources or authority to take action to comply with their responsibilities for ensuring safety and health, they will promptly notify the appropriate Officer with the power to implement.
Other	<ul style="list-style-type: none"> • Undertake other duties, responsibilities or projects as directed by management.
Critical Competences:	<p>Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect</p> <p>Interpersonal and Written Communication - Is able to communicate clearly and succinctly in a variety of interactions, settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence; actively listens to others</p> <p>Action Oriented - Enjoys working hard; is action oriented and full of energy for the things that the incumbent sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p>Composure - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.</p> <p>Resilience - Be open and honest, prepared to express your views, and willing to accept and commit to change; Show drive and motivation, an ability to self-reflect and a commitment to learning.</p> <p>Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p>
<p>I have read, understand and accept the above Position Description relating to the Position I have been appointed to:</p>	
<p>Name: _____</p>	<p>Signature: _____</p>
<p>Date: _____</p>	
<p>Manager's Name: _____</p>	<p>Signature: _____</p>
<p>Date: _____</p>	