

## POSITION DESCRIPTION

### Engagement Coordinator

<b>Position Title:</b>	Engagement Coordinator	
<b>Reports To:</b>	Community Engagement Manager	
<b>Direct Reports:</b>	NIL	
<b>Hours of Work/Status:</b>	[Coverage needed for 7.6 hours per day; 5 days a week Monday to Friday] / 12 month contract (with possible extension) <i>* This role requires flexible availability to cover potential events / activities which may be held on the weekend.</i>	
<b>Modern Award Classification</b>	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 3	
<b>Location</b>	Northern Rivers NSW – NCCH CV Corporate Office	
<b>Position Objective:</b>	<p>The Engagement Coordinator is responsible for delivering innovative participation and engagement activities for NCCH Community Villages.</p> <p>The role will be primarily responsible for coordinating activity, delivering the engagement and communications to raise awareness and build participation that brings together the NCCH Community Village including entertainment, sport, craft, education and support sectors, volunteers and community stakeholders.</p>	
<b>Qualifications / Experience</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Experience in the coordination of events, workshops and activities to build high levels of participation</li> <li>• Experience in project coordination with a focus on client involvement and satisfaction</li> <li>• Valid NSW Working with Children Check</li> </ul>	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>• Community Engagement Manager</li> <li>• Executive Manager, Housing Services</li> <li>• NCCH Community Village Program Management</li> <li>• Locational Village Managers</li> <li>• NCCH Team members working in the program, including the Finance Team and People and Culture</li> <li>• Executive Management Team</li> </ul>	<ul style="list-style-type: none"> <li>• NCCH residents</li> <li>• NSW Reconstruction Authority</li> <li>• Department of Communities and Justice</li> <li>• External Stakeholders</li> <li>• Suppliers</li> <li>• Local Community</li> <li>• Elected members and their staff</li> <li>• Police and Emergency Services</li> <li>• Neighbours and current tenants of NCCH</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>1. Resident engagement</li> <li>2. Event coordination</li> <li>3. Partnerships engagement</li> <li>4. Safe System of Work</li> </ol>	
<b>1. Resident Engagement</b>	<ul style="list-style-type: none"> <li>• Collaborate with relevant staff including, tenancy, assets and customer service staff to create, implement and support engagement activities</li> <li>• Support the Community Engagement Manager in delivering resident-led engagement activities, events and forums</li> <li>• Assist in grant identification and writing.</li> </ul>	
<b>2. Event Coordination</b>	<ul style="list-style-type: none"> <li>• Build rapport and establish relationships with people in the NCCH Community Villages</li> <li>• Coordinate the delivery of suitable events, and community days for resident participation per the events plan and calendar</li> </ul>	

	<ul style="list-style-type: none"> <li>• Utilise the established templates and delivery guidelines for all NCCCH Community Villages events including set-up for events including event signage and advertising documentation</li> <li>• Coordinate event communication and registration</li> <li>• Organise event photos and videos, arranging participant consent for use in advertising material</li> <li>• Under the direction of the Community Engagement Manager, assist relevant teams in delivering events including run sheet development</li> </ul>
<b>3. Partnerships Engagement</b>	<ul style="list-style-type: none"> <li>• Working with the Community Engagement Manager to develop, broker, maintain and expand partnership agreements and practice arrangements with community service providers engaged in this program to encourage tenancy sustainability, personal health and wellbeing and to minimize the risk of further homelessness</li> <li>• Participate in relevant government and community initiatives to address issues of housing</li> <li>• Attending local and regional Natural Disaster forums and other meetings as required</li> </ul>
<b>4. Safe System of Work</b>	<p>All NCCCH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• accept personal responsibility for maintaining safe workplace and work practices;</li> <li>• understand and work to NCCCH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>• undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>• Ensure that contractors undertake work in a manner that is not harmful to their health and safety or the health and safety of others.</li> <li>• work in observance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations;</li> <li>• comply with Risk Management policies, procedures and work instructions;</li> <li>• 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;</li> <li>• correct minor hazards where applicable; and</li> <li>• attend and actively participate in WHS and other mandatory training.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Undertake other duties, responsibilities or projects as directed by management.</li> </ul>
<b>Critical Competences:</b>	<p><b>Client Focus</b> - 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><b>Composure</b> - 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><b>Resilience</b> - 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><b>Approachability</b> - 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><b>Interpersonal and Written Communication</b> - 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><b>Action Oriented</b> - 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>

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**I have read, understand and accept the above Position Description relating to the Position I have been appointed to:**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_