



## position description

<b>Job Title:</b>	Community Engagement Officer
<b>Position ID:</b>	
<b>Location:</b>	Yuganbeh and Juggera (or Jaggera) Nations   Kingston
<b>Division/Programme:</b>	Client Services
<b>Immediate Manager:</b>	Work Preparation Team Leader

### about us

**yourtown** is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

### purpose of the position

Formulate and implement strategies for the referral, recruitment and engagement of participants into the Work Preparation Program SQW including Get Set for Work (GSFW) and Community Work Skills (CWS) program. This involves understanding the program target cohort and the local communities where the program operates and understanding a range of effective activities and networking channels to engage within to reach the participants and attract them into the GSFW Program.

### responsibilities

May include, but are not limited to:

- Work collaboratively with the team to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
  - Deliver services which are individually focused in recognition that every young person is unique.
  - Deliver services that are outcome focused, professional and aligned with child safety requirements.
  - Create opportunities for changes in lives of young people through enhanced employment and education outcomes.
- Develop networking and creative community engagement and referral strategies and develop a plan to reach the program target cohort:
  - Understand the SQW (GSFW & CWS) program objectives and benefits, as well as the target participant group to create and implement a tailored community engagement



- and referral strategy, as well as being able to provide information on other local yourtown program and services.
- Be an active Ambassador of yourtown both internally and externally.
  - Recruit suitable participants to the SQW (GSFW & CWS) program through marketing the program, conducting information sessions, and any other suitable promotional activities for the purpose of seeking program referrals.
  - Manage SQW inbox and online referrals
  - Assess young people's eligibility to participate across various yourtown programs.
  - Assess each participant's needs and barriers, vocational and non-vocational.
  - Collate and upload intake paperwork for participants in yourtown data records including site workbooks
  - Coordinate responses to young people with appropriate stakeholders and relevant co-workers.
  - Utilise existing networks and connections to further develop and leverage on relationships across community groups, businesses and government departments.
  - Create and review new local networks and connections to generate referrals and increase program awareness.
  - Maintain regular contact with community groups and networks and provide external representation at events, forums, meetings and other activities to keep abreast of local activities that are relevant to sourcing participants.
  - Support and maintain local community networks to enable letters of support to be collected during SQW Tenders
  - Provide creative solutions for ideas on how to reach target cohort, including targeting the parents or other support networks of the participants.
  - Build an action plan based on engagement strategies and undertake specific, targeted activities;
    - Develop and maintain a timeline of activities to be undertaken in order to achieve set KPIs
    - Undertake various promotional and marketing activities within the program locations that are identified to be relevant and targeted towards the participant cohort
    - Engage relevant stakeholders to generate referrals and maintain a register of promotional and marketing activities, referral sources, and potential participants.
    - Provide information sessions for participants (and their parents/networks).
    - Work closely with key internal and external stakeholders, networks and contacts;
    - Liaise with National Employment Services Operations team to ensure all branding, social media and collateral used for activities are in line with requirements and within protocols.
    - In conjunction with line manager, maintain regular contact with stakeholders to ensure up to date information and maintain a consistent presence/brand within the community.
    - Keep up to date with local services and groups to create promotional and marketing opportunities for the program.
    - Maintain and build relationships with internal and external stakeholders
    - Promote yourtown services in a professional manner.
  - Backfill and support programs as required when leave or extra support required at SQW sites
    - Transport in yourtown vehicles young people to program/interviews/support agencies
    - Supervise daily group activities to support youth workers
    - Able to support all sites and coverage as required on site



- Understand and use yourtown financial programs and budgets to support individual programs
- Undertake activities as required that are relevant to implementing a new program
- Collect and maintain data and any other relevant documentation within the relevant systems and in line with yourtown's practices.
- Comply with all yourtown policies, procedures and program contractual requirements
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
  - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
  - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
  - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
  - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

**at yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.

selection criteria

*Essential knowledge, skills, abilities:*

- Minimum of six years' experience in a similar role or relevant qualification plus three years' experience.
- Demonstrated understanding of, disadvantaged young people (including young parents, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse backgrounds), and the challenges that they face to employment
- Successful experience in planning and undertaking promotional and marketing activities to source, attract and retain target cohort into a program, based on the understanding of the participant group
- Strong interpersonal skills to build relationships with a variety of stakeholders across Government, community and business groups to create referrals, as well as a proven ability to interact, build rapport with and motivate young people (with complex and multiple barriers to employment) both face to face and through online channels.



- Demonstrated ability to develop local community networks, and knowledge of the range of government and community organisations and networks that are involved in providing services to young people
- Demonstrated understanding of and commitment to the opportunities for change in the lives of young people
- High level of organisational skills and the capacity to achieve quality outcomes within time and resource constraints
- Computer literate, strong administrative skills and demonstrated attention to detail with a commitment to accuracy and quality, particularly in the context of compliance and case notes.

requirements

The Community Engagement Officer must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown** immunisations requirements.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety for self, others, and in our workplaces.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
2.0	Viv Stark (HR Mgr)	18/06/2026	18/06/2026	Update to reporting line title and minor responsibility adjustments
1.0	Angela Salanitri (P&C BP)	08/09/2023	08/09/2023	07/09/2023 – TT moved to updated template- no changes to content