

## Position Description

Community Engagement Officer (Aboriginal and Torrens Strait Islander peoples)  
Safe Haven Program

### Position summary

Reporting to the Clinical Lead, the Community Engagement Officer will liaise with, and develop relationships and networks with stakeholders and communities to support participant access to the Safe Haven Pop-Up Facilities.

The Buttery's Community Safe Haven Pop-Up Program (CSHPP) provides immediate, trauma-informed, and person-centred care to the community in Lismore, Mullumbimby, Murwillumbah and Woodburn.

The Community Engagement Officer/s will utilise a co-design framework to support the development, implementation and ongoing review of the Safe Haven program.

### Organisational relationships

**Direct reports:** nil

#### Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include participants and community members, mental health services, alcohol and other drugs organisations LHD, PHN and NGO's, families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community.

Responsibilities	Outcomes
<b>Program Delivery</b>	
Support participants and provide guidance on the program.	Undertake focus groups and/or community events to ensure program accessibility.
	Work closely with each of the Safe Haven pop-ups to support their operations and activities.
Co-design assistance	Identify community needs in relation to the Safe Haven Program
	Support the development, planning and execution of activities to assist the Safe Haven Program reducing barriers to participation.
	Work with the Line Manager to plan and conduct ongoing monitoring and evaluation to address community needs.
	There is reduced need for hospital emergency department presentations around suicidality.

	Provide consultation data and suggestions for improvements to the Safe Haven Team
<b>Stakeholder Engagement and Partnerships</b>	
Develop networks and relationships with stakeholders and local community	Identify and engage the relevant stakeholders across the footprint.
	Develop and maintain strong relationships with the stakeholders across the communities
Establish and build links with First Nations communities and individuals	There is evidence of successful links and referrals from First Nation communities across the footprint,
Promote the Safe Haven Pop-Up Program	Provide stakeholders with education on the Safe Havens through meetings, in-services, and education sessions.
<b>Reporting and Data Entry</b>	
Provide timely reports as required	Ensure collection of relevant data from assigned meetings and groups, including performance against KPIs
	Provide all relevant data as required to Line Manager for reporting.
	Promptly report any risks or issues that may impact on the delivery of the program to the Line Manager.
<b>Team Support</b>	
Participate in peer and clinical supervision processes	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution and leadership displayed in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery sites and compliance with any pandemic directives and protocols.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and	Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards and quality improvement processes are adhered to

Standards and proactively engage with Buttery continuous quality improvement.	at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions
Other duties relevant to the role as requested by the Clinical Lead.	

## Selection criteria

### Qualifications and checks

- Diploma or higher qualification in a relevant field (e.g., community services, health promotion, mental health).
- Evidence of Aboriginality: Exemption is claimed under section 14 of the Anti-Discrimination Act
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current First Aid certificate

### Professional skills and experience

- Demonstrated experience in working with local communities to develop, achieve and evaluate shared goals
- Experience working within mental health or another relevant sector.
- Demonstrated experience managing stakeholders and building networks
- Understanding of community development, health promotion and suicide prevention strategies
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

### Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to crisis situations
- Self-reflective with the ability to review own work practices and maintain boundaries

## Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_