



COMMUNITY ENGAGEMENT COORDINATOR

DUTY STATEMENT

Job title:	Community Engagement Coordinator
APS level:	APS Level 6 or equivalent
Branch	Open Arms – Veterans & Families Counselling
Section	Regional
Location	Various
Assigned duties number	Assistant Director Clinical Coordination

JOB DESCRIPTION

The position of Community Engagement Coordinator entails working collaboratively with key internal and external stakeholders to enhance Open Arms' ability to identify and respond to the needs of vulnerable and at risk veterans, current and former defence force members and/or their families. The position takes a strengths-based, recovery approach to supporting vulnerable and/or at risk clients to foster wellbeing. The position aims to optimise a client's wellbeing and participation in their community through community engagement, collaborative recovery work and complex case management. The position incorporates the development and maintenance of community partnerships and the provision of direct evidence informed support to individuals and/or their families. The position also focuses on team leadership, service design, delivery and evaluation.

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles:

- Coordinate the activities of the Community Engagement Team, including line management, operational supervision and provision of information, debriefing and support, to the positions of Community and Peer Advisor. Provide oversight of the activities of the Community Engagement Team.
- Using a community engagement framework, work in partnership with the Assistant Director Clinical Coordination and Community and Peer Advisors to develop and deliver strategic initiatives that contribute to enhanced access to support services for veterans, defence force members and their families.
- Develop and maintain strategic relationships with key internal and external stakeholders in a range of settings to enhance support options for clients.

- Coordinate participation of the Community Engagement Team in evaluation activities and monitor progress of the team, including development of outcomes monitoring and delivery of reports.
- Provide feedback on Open Arms' policies and procedures, particularly in relation to community engagement and development activities.
- Undertake direct provision of evidence informed clinical services, including intake, complex case management, case coordination, and facilitation of group programs.
- Lead and foster a team culture that values the backgrounds and experiences of all members of the team.
- Identify and appropriately deploy the skills of Community and Peer Advisors both in the delivery of community engagement and peer support activities.
- Participate in community development and service promotion activities
- Participate in internal and external meetings as directed.
- Demonstrate leadership behaviours and actively uphold the principles of cooperative and safe work practices consistent with APS Values and the Department's mission, vision, approach and values

MANDATORY REQUIREMENTS

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
- Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation.

AND

Working with Children (WWC) and/or Vulnerable People Checks/Clearance

Highly desirable Clinical Qualifications

- Relevant experience within hospital and acute mental health settings
- Management experience within clinical settings

SELECTION CRITERIA

Supports strategic direction

Demonstrates an understanding of the nature of issues and challenges faced by military veterans, defence force personnel, and their families especially during transition and reintegration; and have an ability to respond to their specific needs in ways that enable development of trust and confidence in the service.

Achieves results

Proven ability to engage vulnerable or at risk clients through innovative initiatives that are evidence based and contribute to overall service improvement.

Proven ability to manage a diverse and high volume work load; keep up to date data entry and service documentation; develop and maintain collaborative external working relationships and networks; and operate from an ethical and accountable practice framework.

Supports productive working relationships

Proven ability to work as part of a team, contributing to the development of a new practice framework in community engagement, working in a collaborative and collegiate manner.

Proven ability to develop and maintain strong links across government and non-government service providers to promote Open Arms services and to support clients.

Demonstrates a high level of competence in the provision of evidence informed, recovery oriented clinical services, including intake, complex case management, case coordination and facilitation of group programs.

Ability to provide information, debriefing and supervision to peer support workers within a mental health context.

Displays personal drive and integrity

Demonstrates an awareness of how the functions of this position fit within a broader organisational and inter-departmental framework, as a representative of Open Arms, develop and maintain strong networks with key internal and external stakeholders.

Demonstrated commitment to ongoing learning and development.

Uphold the values of the Australian Public Service.

Communicates with influence

Proven ability to deliver presentations and facilitate group workshops with clients, Open Arms staff, ex-ADF service providers and other community organisations.

Be a positive ambassador for change.

To learn more about the ILS click [here](#).

HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.