

Position Description

Aboriginal Engagement Coordinator

Branch	Community Youth & Family
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 5
Reports to	Program Manager
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	October 2020
Approved by	Senior Manager People and Culture
Review date	June 2021

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Community, Family and Youth Branch delivers high-quality services across the continuum of support, including early intervention, diversion, health and wellbeing and intensive support programs in the focus areas of health, mental health, welfare, referral, housing and employment services.

Within program guidelines, teams deliver both funded and fee-paying offerings to ensure access to the appropriate levels of service and support. Support is underpinned by a practice framework using strengths-based trauma informed practices to support people in building their own capacity and resources for positive change. Our teams celebrate and acknowledge diversity working across sectors and collaborating with community including schools, employers, housing, health and social service providers to facilitate strengthened personal, social and cultural connection, and improved health and wellbeing.

The Aboriginal Engagement Coordinator recognises Social Futures' commitment to engagement with Aboriginal families and supports connection and sound referral pathways between the program and Aboriginal families, communities and service organisations. The role works to collaboratively engage with

key stakeholders and the broader community to help build capacity, increase knowledge and remove barriers to accessing services and support for Aboriginal families in the service area. The role will also coordinate implementation of the program's Aboriginal Participation Plan and support development of team cultural awareness capability.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Coordinate implementation of the objectives, strategies and actions of the Aboriginal Participation Plan to support program outcomes
- Establish connections with the community and build positive and effective relationships and networks, enhancing and establishing engagement opportunities and capacity
- Implement comprehensive multi-faceted community engagement and capacity building initiatives which promote inclusion and cultural awareness together with the engagement and participation of people who are Aboriginal and/or Torres Strait Islander
- Provide information to Aboriginal and/or Torres Strait Islander people, their families and communities, around supports and system / program navigation
- Support systems for effective and open communication and information sharing between sector professionals, partners and subcontractors
- Contribute to program meetings, planning and delivery as an active team member
- Participate in the Community Engagement Community of Practice which promotes collaboration and knowledge sharing, and drives consistency in approach across the organisation

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Developing and implementing innovative solutions which are contingent on ongoing consultation with a wide range of stakeholders
- Developing and implementing a range of solutions to grow partnerships and increase community use and knowledge of services.
- Influencing the ongoing implementation of the program's Aboriginal Participant Plan initiatives within a demanding and complex service delivery environment

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Report on performance against agreed measures and discuss future directions Identify emerging issues and risks and their implications and propose solutions
Team	<ul style="list-style-type: none"> Contribute to the team's achievement of its key performance indicators
Broader Social Futures Team	<ul style="list-style-type: none"> Provide expert advice on services and activities of the Team
External	
External customers and participants	<ul style="list-style-type: none"> Responding to, and directing, enquiries and providing information on Social Futures services or activities
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none"> Facilitate relationships to ensure services meet expected service delivery standards Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework.

The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> • Seek to promote the value of diversity for the organisation • Recognise and adapt to individual differences and working styles • Support initiatives that create an environment in which diversity is valued
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as sector policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

Selection Criteria

- Aboriginality. Social Futures considers that being Aboriginal is a genuine occupational qualification under Section 14 of the Anti-Discrimination Act of 1977 (NSW)
- Tertiary qualifications and / or equivalent experience in community development, health promotion, social planning, social work or similar
- Demonstrable experience translating community development theory and practices into the implementation of successful community engagement and capacity building initiatives including new programs/initiatives
- Well-developed understanding of needs of Aboriginal families, the enabling factors and barriers to service access for Aboriginal people
- Ability to identify and respond appropriately to child protection and other high risk concerns.
- Excellent communication, interpersonal and negotiation skills, with evidence of successful relationships with a wide range of stakeholders to support service outcomes
- Extensive community networks, or ability to quickly implement these, in the regions serviced by Social Futures and experience effectively engaging with local Aboriginal communities
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regular
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Occasional

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level E - Planning at an operational level is necessary for periods in excess of one month affecting the work area or a range of other positions
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level E – Problems are not easily defined and require the application of analytical reasoning and broad theoretical knowledge to determine the appropriate solution
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level C – Leadership and organisational skills are required to develop and control a work area or project involving frequent contact with other staff to resolve minor problems
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed: _____

Date: ___/___/___

Print Name: _____