

POSITION DESCRIPTION

Job Title:	Community Engagement Coordinator – New South Wales
Classification	SCHADS 4.1
Business Unit:	Community Engagement
Reports To:	National Community Engagement Manager
Direct Reports:	Community Engagement volunteers
Location	Lilyfield or Newcastle office, with work in the community and some flexibility to work from home
Hours	0.6 FTE - 3 days per week (22.8 hours).
Date Updated:	15/8/24

About Red Nose

Red Nose is a national charity working to save little lives through research, education, and by supporting families impacted by the death of a baby or child during pregnancy, infancy and early childhood. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

Position Purpose

The Community Engagement Team works to provide opportunities for connection, belonging, honouring, and contributing for any community members with an interest in the work of Red Nose.

The primary focus of the role is to provide the broader Red Nose bereavement community the opportunity to come together to connect and create a sense of belonging and inclusion. This includes facilitating community events and opportunities such as the Red Nose Walks to Remember and other remembrance activities, supporting volunteers, and developing new activities to best meet the needs of the local and state-wide Red Nose community.

Key Internal Relationships

- Community Engagement Team
- Communications and Marketing
- Bereavement Support Services
- Education and Advocacy
- Corporate Services

Key External Relationships

- Community members
- Volunteers
- Community health sector
- Local community organisations
- Local & State Government

Key Tasks

Community Development

- Responsible for coordination and delivery of engagement and activation activities within community groups, and the general public.
- Responsible for the implementation of an agreed calendar of activity which engages with our volunteers and those have used the service in a way that offers ongoing connection.
- Work together with Bereavement Support Services colleagues to ensure that community activities have appropriate supports built in and that Counsellors, Hospital to Home and other colleagues can share community opportunities with the families they work with.

- Liaise with Heart Strings community membership program members.
- Moderate and coordinate the Red Nose Community Engagement Facebook page – New South Wales

Community Events

- Coordinate the delivery of state-based events, including supporting volunteer event coordinators to plan and deliver regional events.
- Identify new event opportunities and ways of tailoring events to local conditions and priorities and build proposals in line with Red Nose objectives and operational capacity.
- Work closely with all Red Nose departments that will be involved in the event from planning through to event day and beyond to ensure that event requirements can be met.
- Effectively coordinate each event occasion, safely, within budget and to achieve agreed purpose.
- Ensure that all required licences, permits and any other legal requirements/authorisations are obtained prior to any event.

Networking

- Create opportunities for bereaved families to connect with Red Nose and each other.
- Build great working relationships with local and national colleagues to maximise the impact of our work.
- Represent Red Nose at community fundraising events when required.

Administration / Reporting

- Share in local office administration as required.
- Assist colleagues from any team to connect with local community members when appropriate and as required.
- Monitor performance against state funding and local grants, undertaking required reporting.

General

- Promote the mission, aims, objectives and philosophy of Red Nose to bereaved parents, volunteers, staff, funding bodies and other external agencies.
- Assist in developing direction by constantly undertaking analysis of the internal and external environment in your jurisdiction that affects the community, identifying future quality improvement, new partnerships and nurturing new members of the community, encouraging them towards volunteering.
- Ensure that dealings with staff, volunteers and others are undertaken in a manner which supports and promotes the organisation’s values.
- Comply with the Code of Conduct, OHS, Bullying and Harassment; and other organisational and HR Policy and Procedures.
- Promote and contribute to workplace cohesion, harmony and productivity.
- Promote and contribute to a safe, non-judgemental environment for staff, volunteers and visitors.

Experience & Qualifications

Essential

- Project management experience and experience successfully organising and running events
- Highly developed networking and interpersonal skills appropriate to establishing and maintaining effective working relationships with parents, volunteers, members and the wider community.
- Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement.

	<ul style="list-style-type: none"> • Strong written/verbal communication and presentation skills, including the use of digital technologies and computer programs. • A high level of energy, enthusiasm and flexibility, along with a commitment to teamwork and a willingness to learn about Red Nose. • Demonstrated engagement of families that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including Aboriginal and Torres Strait Islander families, emerging culturally diverse communities and greater risk cohorts including LGBTIQ and rural and remote families.
Desirable	<ul style="list-style-type: none"> • Ability to understand the complex journey grieving parents undertake when they experience the death of a baby. • Experience working with volunteers.

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working together with passion for our cause

Quality, Safety and Improvement	
Essential	<p>Red Nose employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:</p> <p>Acting in accordance and complying with all relevant Safety and Quality policies and procedures;</p> <p>Identifying risks, reporting and being actively involved in risk mitigation strategies;</p> <p>Participating in and actively contributing to quality improvement programs,</p> <p>Complying with all relevant clinical and/or competency standards.</p>

Checks – employment subject to:	
Essential	<ul style="list-style-type: none"> • National Police Check • Working with Children Check • Driver’s Licence

Authorisation	
Position authorised by: Rachel Fcinus, Director Bereavement Services	
Employee signature: _____	
Date: ____/____/____	