

POSITION DESCRIPTION

Job Title:	Community Engagement Officer – Vic
Classification	Lvl 2.2 of SCHADS Award
Business Unit:	Community Engagement
Reports To:	Manager, Community Engagement Vic
Direct Reports:	Community Engagement volunteers
Location	Based at Surrey Hills, with work in the community and some flexibility to work from home
Hours	15.2 hours per week, fixed term until 30 December 2023
Date Updated:	9 May 2022

About Red Nose

Red Nose is a national charity working to save little lives through research and education and support families impacted by the death of a baby or child during pregnancy, infancy and early childhood.

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.

Position Purpose

The primary purpose of the Community Engagement Officer role is to develop and support the community, providing opportunities for bereaved families and their networks to come together and feel a sense of belonging in a non-judgemental inclusive environment.

This includes establishing events and opportunities for our community to get together for informal support, delivering key remembrance events such as the Walk to Remember, and supporting volunteer pathways and community-based fundraising.

The Community Engagement Team also plays a key role in providing local insights and facilitating place-based connections for other Red Nose Departments.

In essence, this role is to create a sense of community and encourage community members to volunteer their time to help further the organisation's mission and vision.

Key Internal Relationships

- Community Engagement
- Marketing and Fundraising
- Bereavement Support Services
- Education and Advocacy

Key External Relationships

- Community members
- Volunteers
- Public servants with responsibility for funding contracts associated with the State
- Local Government

Key Tasks

Community Development

- Responsible for coordination and delivery of engagement and activation activities within community groups, school 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 keeps them connected.

- Work together with Bereavement Care Services (BCS) colleagues to ensure that community activities have appropriate supports built in and that Counsellors, Hospital to Home and other BCS colleagues can share community opportunities with the families they work with.
- Liaise with Heart Strings community membership program members.
- Support the Footprints Volunteer program of Red Nose ambassadors.
- Identify and respond to local small grant opportunities and, in conjunction with finance, acquit for small grants.

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
- Develop a network of health professionals and deliver education on best practice bereavement care
- Build great working relationships with local and national colleagues to maximise the impact of our work.
- Where required, support fundraisers with the delivery of their fundraising activities.
- Represent Red Nose at community fundraising events when required.

Administration

- Share in local office administration as required.
- Assist colleagues from any team to connect with local community members when appropriate and as required.

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.
- Participate in regular meetings with others, including the Manager, Community Engagement – Vic and Director Community Engagement to review progress and provide/receive feedback.
- 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.
- Use Red Nose resources efficiently, minimizing cost and wastage.
- Promote and contribute to workplace cohesion, harmony and productivity.
- Active participation in protecting the health and safety of self and colleagues.
- Promote and contribute to a safe, non-judgemental environment for staff, volunteers and visitors.

Experience & Qualifications**Essential**

- Highly developed networking and interpersonal skills appropriate to establishing and maintaining effective working relationships with parents, volunteers, members and the wider community.
- Strong written/verbal communication and presentation skills, including the use of digital technologies and computer programs.
- Good project management skills.
- A high level of energy, enthusiasm and flexibility, along with a commitment to teamwork and a willingness to learn about Red Nose.
- Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.

Desirable

- A track record of facilitating inter-team communication
- Experience working with volunteers
- Lived experience of pregnancy, infant or young child loss

Personal Attributes**Essential**

- 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

Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures;
- Identifying risks, reporting and being actively involved in risk mitigation strategies;
- Participating in and actively contributing to quality improvement programs,
- Complying with all relevant clinical and/or competency standards.

Checks – employment subject to:**Essential**

- National Police Check
- Working with Children Check [only required for roles working directly with children]
- Driver's Licence [if travel is required].

Authorisation

Position authorised by: Kate Cowmeadow, Director, Community Engagement

Employee signature: _____

Date: ____/____/____