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| Branch | Office of CEO |
| Award | Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4 |
| Reports to | Senior Manager Aboriginal Leadership and Engagement |
| Supervisory responsibilities | Nil |
| Budget Management | Nil |
| Probationary period | 6 months from date of appointment |
| Position description created | April 2024 |
| Approved by | Senior Manager People and Culture |
| Review date | July 2025 |

Our Values

Integrity **Do what is right:** acting fairly, honestly, openly and consistently.

Learning **Get better at what we do:** improving our knowledge and understanding.

Inclusion **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

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.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Office of the CEO provides leadership and management across the organisation, working collaboratively with staff, and key stakeholders in order to positively influence the work of Social Futures and lead the delivery of high quality social and community services.

The Reconciliation and Engagement Officer recognises Social Futures' commitment to reconciliation and has a particular focus on engaging with local Aboriginal communities, coordinating implementation of the Social Futures' Reconciliation Action Plan (RAP) and developing organisational cultural awareness capability.

Key Accountabilities

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

- Provide advice and support to the Social Futures Team on community and stakeholder engagement, with a particular focus on suitable engagement methods with Aboriginal communities and local community members to enhance involvement and participation in our programs
- Support implementation of the Social Futures' cultural learning and development program with a focus on developing organisational capability in connecting with Aboriginal peoples to address disadvantage and encourage full participation in community life, work and education
- Coordinate the implementation of Social Futures' current Reconciliation Action Plan (RAP) including development, monitoring, evaluation and ongoing planning
- Provide secretarial support to the Social Futures Aboriginal & Torres Strait Islander Advisory Panel and internal RAP groups
- Actively support the Social Futures Team to positively partner with individuals, families, carers, local organisations and the broader community to promote more inclusive, welcoming and accessible communities
- Support the development of relationships with key stakeholders from other organisations in the sector, communities and different levels of government to help achieve Social Futures' Strategic Directions.
- Support the implementation of processes to identify, coordinate, monitor, report on, promote and evaluate key stakeholder relationships.
- Actively practice and demonstrate Aboriginal cultural community protocols when working in communities
- Practice holistic approaches to community engagement, participation, provide leadership and governance opportunities for communities.

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
- Influencing the ongoing implementation of Reconciliation Action Plan initiatives within a demanding and complex service delivery environment
- The specialist and individual nature of the role and requirement to support the Social Futures team across multiple programs and in the community
- Remaining current with community priorities & cultural business e.g. Sorry business, cultural ceremony, cultural seasonal practice or community events in supporting RAP initiatives and timelines

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">• Provide regular updates on key priorities and projects and receive guidance and direction• Identify emerging issues and risks• Report on performance against agreed measures |
| Branch managers and staff | <ul style="list-style-type: none">• Collaborate to support provision of high quality engagement activity and capability development• Provide advice on engagement activities |
| External | |
| Participants | <ul style="list-style-type: none">• Responding to, and directing, enquiries and providing information on Social Futures services or activities |
| Community/External Stakeholders | <ul style="list-style-type: none">• Facilitate relationships to ensure services meet expected service delivery standards |

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 | Adept |
| | Manage Self | Intermediate |
| | Value Diversity | Adept |
| Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
| Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Adept |
| | 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 | Intermediate | <ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly |
| Relationships Work Collaboratively | Adept | <ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| Results Deliver Results | Intermediate | <ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required |
| 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 |

Selection Criteria

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

- 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 social inclusion, the enabling factors and barriers to social inclusion for First Nations peoples
- Excellent communication, interpersonal and negotiation skills, with evidence of successful relationships with a wide range of stakeholders to support service outcomes
- Extensive community networks in the regions serviced by Social Futures and experience effectively engaging with local First Nations communities in these regions
- 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, Working with Children Checks and COVID19 Vaccination 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 | Occasional |
| | 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 |
| People Contact | Sit at a computer or in meetings for extended periods | Daily |
| | Liaise with our team members | Daily |
| | Liaise with government, non-government, businesses, and other community organisations | Frequently |
| Administrative Tasks | Liaise with clients/customers | Regular |
| | Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time | Daily |
| Transport | Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards | Daily |
| | Drive vehicles possibly over long distances and in all traffic and weather conditions | Occasional |
| | Use public transport including trains, buses, air travel and taxis | Rare |

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 D - Planning is necessary to coordinate activities and resources affecting the work area or other positions over the next month |
| 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 C – Problems are solved by reviewing a range of options and recommending the best alternative to the team leader/supervisor |
| 4 | The level of verbal communication skills required of the position | Level B - Respond to non-routine enquires and requests |
| 5 | The level of written communication skills required of the position | Level C – Write standard correspondence, reports and submissions following prescribed formats |
| 6 | Risk Consequence | Level C – Moderate |
| 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 B – Coordination of elements of work with other positions is required |
| 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: _____