

<b>Position title</b>	Community and Stakeholder Engagement Officer
<b>Employee name</b>	Vacant
<b>Department/Service</b>	People and Communication
<b>Location</b>	Thurgoona
<b>Position reports to</b>	Executive Leader – People and Communication
<b>Positions reporting to this role</b>	Marketing and Communications Officer
<b>Financial delegation</b>	As per Board Delegations and Authority Policy
<b>Budget accountability</b>	As per Board Delegations and Authority Policy
<b>Employment basis</b>	Contract (24 Months)

<b>Work Environment (e.g., Office based, Residential based, Community based)</b>
Office based.

<b>Mercy Connect Values</b>	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

<b>Role Purpose</b>	As a key member of the People and Communication team, the Community and Stakeholder Engagement Officer (CSEO) will report to the Executive Leader – People and Communication (ELP&C). The CSEO will be responsible for designing and delivering activities aligned to Mercy Connect's Social Impact Framework (SIF) and other Community and Stakeholder Engagement strategy plans, including but not limited to Volunteer and Fundraising Programs.
<b>Key Selection Criteria Essential</b>	<ul style="list-style-type: none"> <li>• Sound understanding of and experience in social change objectives and strategies.</li> <li>• Experience in developing, implementing, and administering data collection.</li> <li>• High level understanding of social impact measurement theory and practice.</li> <li>• Experience in using quantitative and qualitative research and critical thinking skills (e.g., research, analysis, and reporting).</li> <li>• Demonstrated experience in a community and stakeholder engagement.</li> <li>• Must have excellent communication skills, both written and verbal.</li> <li>• Ability to build relationships across all levels of the organisation.</li> <li>• Ability to prioritise and plan own workload.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent time management skills to complete tasks.</li> <li>• Ability to exercise sensitivity and maintain strict confidentiality, when required.</li> <li>• Strong customer service and work ethic.</li> <li>• Strong administrative skills.</li> <li>• Ability to establish and maintain positive relationships with external stakeholders.</li> <li>• Self-motivated and able to work with minimal direction and supervision, with a proven ability to work autonomously and within a team.</li> <li>• Ability to be flexible and work using own initiative.</li> <li>• Advanced computer skills in Microsoft Office suite.</li> <li>• Empathy with people living with disability.</li> <li>• A skilled networker to promote the interests of Mercy Connect.</li> </ul>
<b>Experience and qualifications</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification relevant to the role.</li> <li>• Demonstrated experience in developing and delivering strategic plans in Community and Stakeholder Engagement, Communications, or related discipline.</li> <li>• Experience in liaising with industry agencies, government bodies and community / business groups.</li> <li>• Demonstrated project management ability.</li> <li>• Candidates are likely to come from a community, local government, disability, human services, health, or other not-for-profit organisation.</li> </ul>
<b>Other requirements of the role.</b>	<ul style="list-style-type: none"> <li>• National Police Check and other probity checks as required.</li> <li>• Current driver's licence.</li> <li>• Flexible approach to work as some tasks will require after hours work.</li> </ul> <p>Please note it is the responsibility of all staff to notify the organisation if there are any changes to Police check, probity checks and/or driver's licence status.</p>

### Role Priorities

<b>Role Priority 1:</b> Actively contribute to the achievement of Mercy Connect's Mission through the development and delivery of Mercy Connect's Social Impact Framework and other Community and Stakeholder Engagement strategy plans.	
Behavioural Guidelines	Evidence (KPI)
Collaborate with all stakeholders to develop and deliver Mercy Connect's SIF, with clear measurements and a process for ongoing review.	<ul style="list-style-type: none"> <li>• SIF is finalised and communicated to all stakeholders.</li> <li>• SIF review cycle is clearly defined and implemented.</li> <li>• Forecast, track and report on SIF related outcomes and Community and Stakeholder Engagement plans.</li> </ul>
Keep abreast of salient research and policy developments impacting on the SIF of the disability support work of Mercy Connect.	<ul style="list-style-type: none"> <li>• The Executive Team are aware of related research / policy developments relevant to Social Impact Measurement and Evaluation.</li> <li>• Opportunities for improvement to the SIF are identified and implemented.</li> <li>• Identify opportunities for research / publications.</li> </ul>
Provide evaluation of SIF and other Community and Stakeholder Engagement activities to understand community satisfaction and identify areas for improvement.	<ul style="list-style-type: none"> <li>• Data collated is methodologically sound, useful, useable, and high standard.</li> <li>• Key measures are communicated to stakeholders within agreed timeframes.</li> <li>• Success stories are written and shared with all stakeholders.</li> </ul>
Implement strategies to enable and encourage relevant groups, and other interested and affected parties, to actively participate in dealing with	<ul style="list-style-type: none"> <li>• Facilitation of opportunities for community consultation.</li> <li>• Presentation of information to relevant external stakeholders.</li> </ul>

specific issues, as well as the future strategic direction of Mercy Connect.	<ul style="list-style-type: none"> <li>Evaluate the effectiveness of events, workshops, and community consultation activities.</li> </ul>
Enhance Mercy Connect's reputation and promote a positive Community and Stakeholder engagement activities.	<ul style="list-style-type: none"> <li>Representative Mercy Connect at external forums, working groups, committees etc. as required.</li> <li>Mercy Connect's marketing and communication channels publicise SIF and other related events, activities, and outcomes.</li> <li>Identify and report risks to Mercy Connect's reputation.</li> </ul>

<b>Role Priority 2:</b> Develop sustainable programs that engage and empower the community to participate in Mercy Connect life through volunteering.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>
Develop, implement, and manage an organisational wide approach to volunteering to attract, engage and retain volunteers at Mercy Connect.	<ul style="list-style-type: none"> <li>Develop and implement a corporate Volunteer Strategy.</li> <li>Develop and monitor a volunteer database for volunteer projects and initiatives.</li> <li>The volunteer lifecycle is managed in accordance with Mercy Connect's policy and procedures.</li> <li>Prepare procedures for all types of volunteer groups across the organisation.</li> </ul>
Collaborate with Mercy Connect teams to identify opportunities for volunteer groups and coordinate their implementation.	<ul style="list-style-type: none"> <li>Volunteer programs are designed in collaboration with the Operations teams.</li> <li>Requests for volunteers are actioned in a timely manner.</li> <li>Work plans/resources/schedules are actioned for all Volunteers in a timely manner.</li> <li>Programs/services are evaluated for effectiveness and efficiency.</li> <li>Identify and recommend opportunities for improvement (or new initiatives),</li> <li>Implement agreed follow up actions.</li> </ul>
Actively participate in recruitment, selection, onboarding and engagement activities for the Volunteer team.	<ul style="list-style-type: none"> <li>Mercy Connect's digital communications channels are current and promote Volunteer programs.</li> <li>All volunteers have a clearly defined role description upon commencement and a clear understanding of their role.</li> <li>Engagement strategies which utilise digital media are used to attract, engage, and retain volunteers.</li> <li>Volunteers' complete relevant probity checks and a personnel file is maintained.</li> <li>All volunteers attend an induction and receive opportunities for ongoing training and support.</li> <li>Volunteers are supported through regular contact and issue resolution.</li> <li>The performance of volunteers is monitored to ensure duties are performed in a safe and professional manner.</li> </ul>

<b>Role Priority 3:</b> Implement relevant strategies for growing Mercy Connect's fundraising revenue to ensure the organisation can continue to fund and implement Mission based activities.	
Behavioural Guidelines	Evidence (KPI)
Develop and implement a comprehensive fundraising strategy that is agreed, understood, and linked to Mercy Connect's SIF and Marketing and Communications Strategies.	<ul style="list-style-type: none"> <li>• Research and identify appropriate fundraising opportunities which contribute to the annual income and expenditure targets.</li> <li>• Increase revenue from existing partnerships Write, submit and upload press releases as required.</li> <li>• Write funding proposals and submit to potential donors.</li> <li>• Prepare annual fundraising budget and report achievements monthly.</li> <li>• Identify, write, and submit relevant grants applications.</li> <li>• Develop annual budgets in consultation with</li> </ul>
Contribute to the implementation of a program of building community awareness by utilising relevant communication channels and identifying ways to assist the community participate in Mercy Connect projects.	<ul style="list-style-type: none"> <li>• Coordinate the preparation of presentations and proposals to external parties.</li> <li>• Promotion of the Mercy Connect brand and messaging is consistent with brand guidelines.</li> <li>• With the Marketing and Communications Officer, develop a calendar of fundraising events and activities.</li> <li>• Successful delivery of fundraising and events activities.</li> <li>• Fundraising income and expenditure are commercially sound.</li> </ul>
Foster relationships with existing and potential donors through a proactive, organized and responsive approach at every opportunity.	<ul style="list-style-type: none"> <li>• Responsiveness to email and phone enquiries from supporters, processing of income, receipting and managing merchandise stock.</li> <li>• Assist in the preparation of Authority to fundraise letters as well as keeping register up to date.</li> <li>• Acknowledge community fundraisers / donors appropriately including phone calls, thank you letters, and certificates of appreciation.</li> </ul>

<b>Role Priority 4:</b> Contribute to the effectiveness of the People and Communications Team by being accountable for own performance and behaviours and of direct reports.	
Behavioural Guidelines	Evidence (KPI)
Engage people individually to explain role, responsibilities, and accountability structure so they are effective in fulfilling the requirements of their position.	<ul style="list-style-type: none"> <li>• Supervision and annual performance reviews of direct report/s are completed and recorded within agreed timeframes.</li> <li>• Conduct and/or performance issues are managed with support from People and Culture.</li> </ul>
Display and encourage continuous learning and self-development to build capability and talent in an environment of empowerment, learning and support.	<ul style="list-style-type: none"> <li>• Succession plans are in place for key roles.</li> <li>• Mentoring and coaching of direct reports.</li> <li>• Each direct report has a formalised L&amp;D plan.</li> <li>• Attend all compulsory training programs.</li> <li>• Participation in networking opportunities with local organisations.</li> </ul>

Create a trusted team environment where people support each other and feel comfortable to share ideas, knowledge, and information.	<ul style="list-style-type: none"><li>• Team meetings are held as agreed and action items/outcomes are recorded and completed.</li><li>• Staff survey results reflect positive feedback regarding leadership.</li></ul>
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I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

**Employee signature:**

Print name:

Date:

**Line Manager:**

Print name:

Date: