

**Position Identification**

<b>Title:</b>	Community Engagement Coordinator	<b>FHL Level:</b>	7
<b>Department:</b>	Community and Business Development Team	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Manager Community & Business Development	<b>Date last updated:</b> <b>By whom:</b>	10/01/19 Kathleen Gregory

**1. Purpose of Position**

To develop and implement a Community Development and Engagement Strategy and associated programs, driving meaningful engagement across the organisation and with all Foundation Housing customers and stakeholders.

**2. Key Working Relationships**

<p><b>Internal:</b> Community and Business Development Team Community Liaison Officer Tenant Services team</p>	<p><b>External:</b> Broad range of community service providers Partner housing organisations Potential programme funders</p>
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**3. Accountabilities and Responsibilities**

**Community Engagement**

- Developing and implementing the community development and engagement strategy in consultation with customers.
- Developing and implementing programs around pathways to employment, financial inclusion, health and independent living and any other programs arising from the Strategy in response to identified customer needs.
- Driving effective and meaningful customer engagement through services and programs.
- Conducting outreach and planning days with customers to improve customer participation and input into the organisation’s customer facing activities.

**Stakeholder Engagement**

- Partnering with community service providers to support customer wellbeing.
- Developing and implementing activities and programs that encourage and promote customer participation, using a range of mediums and tools
- Developing and implementing systems for customer engagement and communication across a range of tenant demographics and geographical locations.
- Working closely with (and supporting) the Community Liaison Officer to provide on site and local services to customers.

## Job Description

### 4. Culture and Values

**We care for people:**

Giving people our time

Listening well

Being kinder than need to be

Understanding that everyone's story is unique and of equal value

Actively looking for the strengths in others

**We own all of our decisions and actions:**

Admit mistakes, learning from them and fixing things up

Respecting organisational policies and procedures and following them

Having the courage to make the tough decisions and stand by them

**We are passionate:**

Caring intensely about the work we do

Inspiring others with excellence

Celebrating success

Embracing and driving change

**We focus on finding solutions:**

Providing timely and accurate information to others so that solutions can be found

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward

Not bring just the problem but ideas about possible solutions

**We are always honest:**

Providing well thought out and constructive feedback

Initiating the challenging and tough conversations

Saying what you are thinking and doing what you say

**Nurture relationships:**

Having fun together

Earning the trust of others

Checking in with people regularly particularly when things are tough

Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

### 5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Role model the Foundation Housing Health & Safety Policy and Procedures
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices
- Identify assess and control hazards which impact on a safe work environment.
- Report any incidents or injuries to HR

## Job Description

### 6. Work Related Requirements/Selection Criteria

<b>Essential Skills</b>
<ul style="list-style-type: none"><li>• Experience in community development and engagement.</li><li>• Experience in programme design and delivery.</li><li>• Experience in customer engagement</li><li>• Experience in managing events as a method of engagement</li><li>• Proactive and driven attitude.</li><li>• Strong planning and organisational skills.</li><li>• High level problem solving and analytical skills.</li><li>• Excellent verbal and written communication skills.</li><li>• Ability to maintain an effective working relationship with a broad range of external and internal stakeholders.</li><li>• Intermediate skills in Microsoft Office suite.</li></ul>
<b>Other</b>
<ul style="list-style-type: none"><li>• Current WA Drivers Licence</li><li>• National Police Clearance</li></ul>
<b>Desirable Skills</b>
<ul style="list-style-type: none"><li>• Recent experience of, or understanding of, the current issues facing social housing provider organisations.</li></ul>

### 7. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	The role is based at the Leederville office but will require travel to all FHL offices and on site work as required to deliver the scope of the role

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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