

Position Identification

Title:	Community Engagement Officer (Indigenous)	FHL Level:	5
Department:	Community and Business Development Team	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Community Engagement Coordinator	Date last updated: By whom:	June 2020

1. Purpose of Position

To engage and build relationships with Foundation Housing’s Aboriginal and Torres Strait Islander customers and the local community, in line with the Community Engagement Strategy. The role is also responsible for engaging with all non-Aboriginal customers who come from a diverse range of tenant demographics and locations.

This is an identified Indigenous position, therefore, to be considered for this position, you **must** identify as being Aboriginal and/or Torres Strait Islander.

2. Key Working Relationships

Internal: Community Engagement Co-Ordinator Tenant Services Allocations Tenant Support Property Services Communications	External: Tenants and residents Local Government Support agencies Aboriginal controlled organisations Community organisations Not-for-profit organisations
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3. Accountabilities and Responsibilities

<p>Community Liaison</p> <ul style="list-style-type: none"> • Work closely with the Community Engagement Co-ordinator to implement the Community Engagement Strategy. • Build and maintain positive relationships with all Foundation Housing customers including but not limited to Aboriginal and Torres Strait Islander tenants. • Implement and facilitate activities, events and programs that encourage and promote customer involvement, engagement and empowerment, utilising a range of mediums and tools. • Develop opportunities for activation of complexes, communal areas and other accommodation facilities to enhance the living environment and maximise customer involvement. • Assist in the delivery of pathway programs to employment, financial inclusion, health and independent living and any other programs arising from the Community Engagement Strategy in response to identified needs from all customers.
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Job Description

- Assist customers with access to resources and supports to help enhance their own lives and provide opportunities for community engagement.
- Work collaboratively with Operations teams to advise on Indigenous specific tenancy management matters

Stakeholder Engagement

- Identify opportunities to establish, foster and maintain close working links with a range of stakeholders such as local agencies, Local Government, community groups, Elders, key services and other stakeholders.
- Recruit, support and develop First Nations Advisory Group members to advise on policy and service delivery impacts

4. Safety Awareness

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

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

5. Work Related Requirements/Selection Criteria

Essential Criteria:

- Minimum 2 years' experience in a community engagement, or similar customer focused, role
- Experience in working with Aboriginal and Torres Strait Islander Peoples and established links with local Aboriginal communities.
- Demonstrated knowledge and understanding of the cultural practices, values and issues that affect Aboriginal and Torres Strait Islander Peoples in today's society.
- Experience of facilitating or delivering community programs in partnership with agencies or support providers
- Experience in and a commitment to the provision of high quality direct services to clients
- Ability to relate to a wide range of people from diverse backgrounds.
- Well-developed communication, interpersonal and relationship management skills.
- Intermediate skills in Microsoft Office Suite.

Job Description

Desirable Criteria:
<ul style="list-style-type: none">• Understanding of the community housing sector• Experience in implementing action plans, including assisting with events.
Desirable Work Related Requirements:
<ul style="list-style-type: none">• National Police Clearance• Current WA Drivers Licence

6. Position Dimensions

Number of staff directly reporting to position	Nil
Work Locations	Foundation Housing Perth offices including considerable work on site at Foundation Housing properties and in the wider community

Employee Name: _____

Signature: _____ Date: _____