



Position Description

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| Position Title | Community Engagement Worker |
| Division / Team | Mental Health Program |
| Reports to | Service Manager, Mental Health and Wellbeing Connect for operational issues. BCH Mental Health Program Manager for Professional Supervision |
| Agreement / Award | Community health Centre (Stand Alone Services) Social and Community Service Employees Multi- Enterprise Agreement 2022 |
| Classification | Dependent on qualifications and experience |
| EFT / Term | 1.0 eft to Sept 2024 |
| Work Location | Ballarat |
| Date Approved | August 2023 |

About Ballarat Community Health Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery, and health promotion with a focus on service monitoring, review, and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners, and the community. Compassion, empathy, and empowerment are important behaviours in underpinning these values.

Our Purpose Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles A driven desire to maximise impact and be sustainable.

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| Values | Respect Valuing other points of view and treating people with respect | Integrity Acting with sincerity and honesty | Courage Strength in the face of challenges |
| | Resilience The ability to be strong in adversity, and bounce back with renewed hope | Responsibility Being reliable and accountable to others | Optimism Focusing on potential and abilities |

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary The Community Engagement Worker will ensure a local focus for the Mental Health and Wellbeing Connect Centre in the Grampians region. This mobile role will be responsible for engaging with diverse stakeholders and supporting co-design initiatives. The Community Engagement Worker will work to ensure the Centre understands the needs and aspirations of family, carers and supporters of people who experience mental ill-health and/or substance use challenges, and connects them to a wide range of community resources. This role will also make supportive links with existing family and carer support groups and agencies.

Team Environment

Mental Health and Wellbeing Connect will operate across the Grampians region through a partnership with Ballarat Community Health and Grampians Community Health. A centre will be established in Ballarat along with satellite sites across the region. Families, carers and supporters seeking information, advice, referral and peer support will be able to access Centre-based services, receive outreach support and support through telephone and other virtual platforms. Staff will have a lived or living experience as a family member, carer or supporter of someone living with mental ill-health and/or substance use challenges and will deliver services utilising a relational recovery approach, trauma informed practice and peer support. One-on-one support and group-based support will be provided.

The Community Engagement Worker will be working across a number of locations across the Grampians Region, and will be required to with partners and stakeholders face to face as well as virtually.

Principal Areas of Responsibility**Lived experience**

- Willingness to utilise your own lived or living experience as a family member, carer or supporter of someone experiencing mental ill-health and/or substance use challenges to inform your work and the work of the team.
- Utilise MIND's Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work.

Champion community and family/carer engagement

- Work collaboratively with the Service Manager, Mental Health and Wellbeing Connect staff, partners, and relevant stakeholders to conduct regional needs assessments to understand current engagement with diverse communities and identify opportunities for participation and partnership development.
- Work with the Service Manager to develop and implement a community engagement plan.
- Lead the development, implementation, evaluation and continuous improvement of community engagement and co-design activities.
- Recruit, train and support family and carers from diverse communities within the local area to participate in co-design activities and the Community Participation Group.

Building capability in Centre and sector

- Identify community resources that can be accessed to support the needs and aspirations of families and carers across the lifespan, including social connection, education and employment.
- Build Centre staff capacity in participation and engagement mechanisms, supporting teams to apply these in the development of services, events or campaigns.
- Engage with existing family and carer volunteer-based support groups, providing support and mentoring.

Stakeholder management

- Work collaboratively with internal and external stakeholder groups to achieve the successful implementation of Mental Health and Wellbeing Connect.
 - Develop relationships with service providers, volunteer groups, networks, hardy reached groups and community leaders to promote the Centre and support opportunities for collaboration.
 - Ensure local First Nation organisations are engaged so they are aware of the establishment of the new service on their land.
 - Attend internal and external meetings/networks/working groups as appropriate.
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- Proactively support initiatives that incorporate best practice approaches to Diversity and Inclusion into the Centre's systems and operations, such as the Gayaa Dhuwi declaration, Rainbow Tick, and Embrace Framework for Mental Health in Multicultural Australia

Reporting and communications

- Ensure effective communication with stakeholders to ensure all parties understand service scope.
- Develop a directory of local family/carer services and supports.
- Prepare and submit reporting in relation to community engagement including advice, updates, insights and analysis to relevant stakeholders.

Other duties

- Document all activities using BCH'S ICT system and processes.
 - Actively participate, contributing to the team and wider organisational initiatives.
 - Take personal responsibility for the quality and safety of work undertaken.
 - Contribute to service delivery improvements.
 - Other duties as directed.
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- Scope**
- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
 - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
 - Continuing education to keep abreast of changes
 - Undertake relevant training and professional development, including regular supervision
 - Completing relevant training in peer support is mandatory.
 - Participate in reflective practice to reflect on your family/carer lived experience and the broader lived experience knowledge base and how you use this in your practice.
 - Participate in Family and Carer Community of Practice on a regular basis and other meetings as required.
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- Organisational Responsibilities**
- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
 - Work within professional boundaries and relevant scope of practise at all times
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
 - Contribute actively to the maintenance of a safe workplace.
 - Ensure all safety issues are reported and addressed as they arise
 - Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
 - Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
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Qualification and Immunisation requirements

- Covid 19 Vaccination and Boosters as required
- Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Community Development, Health Promotion or other health related field as designated by BCH and/or equivalent experience in a similar industry.
- Specific qualifications relating to community development or family work will be highly regarded.

Key Selection Criteria**1. Experience:**

- Experience as a family member, carer or supporter of a person living with mental ill-health and/or substance use challenges is essential for this role.
- Proven experience in community engagement work, including using asset based community development and co-design approaches
- Proven track record in building and maintaining effective working relationships with a diverse range of community stakeholders.
- A comprehensive understanding of the public mental health system and carer support sector, including the Commonwealth and State-based service system is highly regarded.

2. Interpersonal Skills:

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
- Excellent interpersonal and communication skills, including effective use of virtual platforms and social media in the delivery of community engagement work.

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail
- Effective project management expertise including initiating projects, supporting lived experience participants, and coordinating and managing meetings with multiple stakeholders.

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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