



POSITION TITLE: COMMUNITY ENGAGEMENT SUPPORT OFFICER (CESO)

Position Title	Community Engagement Support Officer (CESO)	Program / Funding Stream	Strong Indigenous Families
Position Classification	HPSC Level 1	Finance Funding Code	PMC46
Reports To	Program Coordinator	Direct Reports	Nil
Program / Role Description	Strong Indigenous Families is a program designed to assist address family violence in Indigenous communities as part of the National Plan to reduce violence against women and their children. The Program is based on a whole family approach to address the causes of family violence. The Community Engagement Support Officers role is responsible for the ongoing engagement and coordination of the relevant communities in the Strong Indigenous Families program throughout the provision of client liaison services, associated transportation and community participation in 'Healthy Relationships' workshops.		
Qualifications	Essential:	Nil	
	Desired:	Certificate II in Family Wellbeing or willingness to obtain	
Experience	Essential:	Nil	
	Desired:	Previous experience in a support worker role in the community services sector, in particular family and domestic violence	
Prerequisites	National Police Records Check and Working with Children's Clearance Current Northern Territory Driver's License – LR preferred		

Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<ul style="list-style-type: none"> <input type="checkbox"/> To bring high level cultural capital, authority and authenticity to the Strong Indigenous Families Program <input type="checkbox"/> To be a cultural mentor and guide to non-Indigenous team members <input type="checkbox"/> Build and maintains relationships based on trust, support and growth with eligible women, their families, team colleagues and community members. <input type="checkbox"/> Actively participates in Program education and acquires the knowledge and skills to support the successful implementation of the Program; and keeps up to date with local, state and national information which may impact on the role. <input type="checkbox"/> Introduces the program to prospective clients and provides advice to the team on issues that may positively influence the client's experience within the program. <input type="checkbox"/> Work within organisational and program policies to ensure a high standard of service delivery <input type="checkbox"/> Provide transportation services for clients for services as identified in the family safety plans <input type="checkbox"/> Provide cultural appropriate and interpretative support and assistant to clients, their family, the community and all other key stakeholders involved in the provision of Strong Indigenous Families program. <input type="checkbox"/> Support and encourage individuals, families and community to become involved in healthy lifestyle choices with a harm minimisation and harm reduction focus in relation to family and domestic violence <input type="checkbox"/> Develop, coordinate and deliver Healthy Relationships workshops in consultation with the local community 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Client liaison visits meet targets of program ○ Transportation needs meet in accordance with plans ○ Health Relationships workshops delivered every two months
PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain community engagement and consultation in relation to the Strong Indigenous Families <input type="checkbox"/> Provide feedback from the community on a regular basis to the Program Manager <input type="checkbox"/> Participate in program evaluations as required 	<ul style="list-style-type: none"> • Active involvement and contribution to delivery and evaluation of the program

TEAM SUPPORT	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain effective working relationships with the Case Managers to ensure effective team service delivery <input type="checkbox"/> Facilitate effective communication between other program staff and the community / client. 	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained
ADMINISTRATION & REPORTING	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain accurate and up to date records of client service delivery in accordance with the standards and requirements of the program <input type="checkbox"/> Maintain records of Health Relationships workshops for each community 	<ul style="list-style-type: none"> • All client records are accurate and comply with protocols and standards.
WORKPLACE HEALTH & SAFETY	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Complying with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver the service in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately 	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times
CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model for clients <input type="checkbox"/> Maintains community networks that allow for good service delivery and continuity of care for clients <input type="checkbox"/> Acts in accordance with Wurli's Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)

<ul style="list-style-type: none"> • Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus • Sound time management skills with a pro-active approach to timely follow up and completion of tasks. • Motivated and passionate about making a difference in Family and Domestic Violence in community • Willing to work as part of a team and follow reasonable direction • Ability to cope with conflicting pressures 	<ul style="list-style-type: none"> • Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated knowledge and understanding of the Indigenous communities within the Wurli service area • Ability to develop and cultivate sound community and client relationships and communicate sensitively and effectively with Indigenous people (Bilingual oral communication skills) • Sound written communication skills • Basic computer skills • Group facilitation skills
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