

Position title	Community Engagement Manager
Reports to	Head of Community Services
Location	North Richmond Community Health
EFT	1.0
Award agreement	Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Classification	Grade 5



North Richmond
Health Partners



POSITION DESCRIPTION

About North Richmond Health Partners

North Richmond Community Health (NRCH), as the lead agency, is excited to partner with St Vincent's Hospital Melbourne (SVHM), Access Health and Community (AHC) and Your Community Health (YCH), collectively known as the North Richmond Health Partners (NRHP), to offer a multi-agency response to the recommissioned Medically Supervised Injecting Room (MSIR). Comprising of both community and tertiary health services, NRHP is dedicated to improving the health and wellbeing of vulnerable people by collaboratively addressing the social determinants of health.

North Richmond Health Partners are proud to lead a passionate and diverse workforce with shared values and a commitment to making a positive health impact within the heart of the North Richmond Community. With access to a variety of flexible work arrangements, health and wellbeing activities and a unique and innovative learning environment, team members are consistently able to deepen their expertise by being part of impactful, innovative and world recognised clinical and community health solutions.

Statement of Inclusivity

North Richmond Health Partners are committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

We understand the need to ensure that meaningful inclusion is built into everything we do and to create an environment that attracts team members that reflect the communities we serve.

We actively encourage applications from people of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Medically Supervised Injecting Room

The Medically Supervised Injecting Room (MSIR) is a supervised health setting where people can inject drugs and receive vital health and social services and support. The MSIR reduces overdose deaths and non-fatal overdose-related harms, reduces ambulance attendances and emergency department presentations related to overdose, assists in reducing the spread of blood-borne diseases including HIV and hepatitis C and provides a gateway to health services including mental health and drug treatment services. The MSIR is led by North Richmond Health Partners, a passionate partnered consortium that is committed to reducing health inequities and ensuring the provision of high-quality health care in an environment that is inclusive of the communities we serve.

Position Purpose

The Community Engagement Manager is a key role of the MSIR Leadership team and delivers on the NRHP's commitment to meaningful and planned strategic engagement with key stakeholders across community, business and philanthropy and the broader North Richmond community.

Reporting to the Head of Community Services, the Community Engagement Manager will work closely with the MSIR, AOD and Outreach and Community Engagement Programs to design, develop and implement a community engagement plan for the North Richmond precinct and build the capacity of the North Richmond Health Partnership to engage with community.

Position Responsibilities

Community Engagement

- Develop, implement and regularly revise a Community Engagement Plan that is inclusive of the Medically Supervised Injecting Room, the AOD and Outreach and Community Engagement programs and broader North Richmond precinct activity (such as Grounds Renewal Project), applying IPA-2 approaches.
- Regularly report on Community Engagement Activity to the NRHP Governance Groups, highlighting successes, challenges and recommendations
- Support active feedback loops between community, NRHP and funders.
- Identify risk early and proactively, and take strategic action to mitigate.

Leadership

- Represent and champion the NRHP's commitment to community engagement and stakeholder management both within the partnership and in the broader community, to demonstrate leadership locally and enhance these areas in partnership.
- Provide advice and build capacity of colleagues to plan and embed principles of community engagement within their practice, to support the NRHP to continually improve.
- Actively contribute to Program Leadership team, with a focus on uplifting capability to deliver Community Engagement plan.

Stakeholder Management

- Act as a key point of contact between community stakeholders and the North Richmond Health Partnership
- Foster relationships with community organisations and other partners who support the work of the MSIR and the NRHP.
- Actively participate in key local and state-wide networks to enable NRHP to learn from and promote best practice.
- Balance engagement with supportive and resistant stakeholders under the guidance of the NRHP CEO Governance Group

Systems – Creating and embedding change

- Use a systems framework and change management approach to support the development Community Engagement to leverage opportunities, build momentum, bring the workforce and stakeholder on the journey and build capacity for sustainability.

Position Requirements (qualifications, skills, knowledge, and attributes)

Qualifications, Registrations and Licenses

- Tertiary Qualifications in Community Engagement or related discipline (mandatory)
- IAP2 Certification (preferable)
- Partnership Brokers Association Accreditation (preferable)
- Valid Police Check or willingness to undertake is mandatory.

- International Police Check (if lived/work overseas in past 10 years)
- Working With Children Check
- Driver's Licence (desirable)

Skills, competencies and experience

- Demonstrated ability to design, implement and evaluate a Community Engagement Plan
- Demonstrated ability to engage community members and partner organisations (preferably on highly sensitive matters)
- High level government and stakeholder relations experience.
- Strong verbal and written communication skills
- Demonstrated ability and experience working with people from diverse social, cultural and ethnic backgrounds.
- Strong understanding of contemporary best-practice in community engagement.
- Strong analytical and problem-solving skills.
- Commitment to the principles of harm reduction

Expected behaviors for all MSIR team members and volunteers

- Support the provision of services that are inclusive, safe and high quality.
- Maintain staff, volunteer and client confidentiality at all times.
- Work in partnership with the community, clients and staff to achieve our vision.
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff.
- Work in accordance with North Richmond Health Partners Policies and Procedures

General

- North Richmond Community Partners requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required).
- Applicants who are not currently employed by a member of North Richmond Health Partners are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required.
- This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the Medically Supervised Injecting Room strategic plan.