



Information Pack

Communications and Community Engagement Officer

Dear Applicant,

TFSS is looking for a full-time fixed-term Communications and Community Engagement Officer. The position is full-time (35 hours) per week for a fixed term period concluding 30 December 2022, due to funding.

As the Communications and Community Engagement Officer you will;

- Maintain and foster connections and relationships with the broader community
- Build on existing initiatives to grow TFSS'S profile and donor base
- Conduct research identifying funding sources for programs
- Write and submit grant proposals, fundraising-related writing projects, and reports

All staff are valued and respected, and are presented with genuine opportunities to develop their full potential. TFSS also recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Included in this package you will find the:

- Position Description, including Selection Criteria

Please return your application(s) to: Human Resources Officer
TFSS
P.O. Box 1088
TAMWORTH NSW 2340
or via email to: applications@tfss.com.au

Please ensure that you include the following in your application(s):

- Your up to date resume, including three work-related referees (a minimum of one must be from within the previous 3 years) and,
- A cover letter outlining why you believe you are suited to the role and how you meet each of Selection Criteria as listed in the following Position Description.

Selection for interview will be based on:

1. Applicants returning the above documents, and,
2. Applicants satisfactorily demonstrating each of the selection criteria

For more information, contact: Greg Barton, Ph: 02 6763 2333

Closing date for applications: Sunday, 1 August 2021

Position Description	
1. Position Title	Communications and Community Engagement Officer
2. Service	Corporate Services
3. Program	Administration
4. Location	Tamworth and the New England Northwest Region
5. Reporting Manager/ Coordinator	Senior Manager Corporate Services
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee, Level 4-5 dependant on qualifications and experience
8. Position Terms	35 hours per week fixed term to 31 December 2022 (subject to funding)
9. Probation Period	6 months

Selection Criteria
<p>Essential:</p> <ol style="list-style-type: none"> I. Ability to understand the strategic requirements of an organisation in this sector; II. Excellent oral and written communication skills across a variety of mediums III. Demonstrated experience in communications/media, public relations or campaigns and the ability to develop relationships with key contacts and networks IV. Proven ability to effectively coordinate and manage events V. Demonstrated experience in the research and preparation of grant submissions within a not-for-profit, social sector or equivalent. VI. Demonstrated ability to use initiative and be self-directed, including well developed negotiation and conflict resolution skills; VII. Understanding of cultural issues with the ability to work with minority groups such as Aboriginal or Torres Strait Islanders, LGBTQI+ and those with a non-English speaking background; VIII. Demonstrated understanding of the demographics and relevant issues within the geographical area of the Tamworth Family Support Service (TFSS) footprint.

<p>Prerequisites:</p> <ol style="list-style-type: none"> I. Associate diploma with relevant experience; or Lesser formal qualifications with substantial years of relevant experience; or Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities, II. Current clearance in relation to Working with Children and or other relevant NSW Police Force checks. III. Current driver's license. IV. Registered and Insured Motor Vehicle (may be required for work use).
--

Organisation Objectives

TFSS is a non-government, community-based organisation that has been delivering services to families in Tamworth since 1979. It has more than 80 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla, Barraba and Moree. TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

TFSS Vision

Thriving Communities, Endless Possibilities

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions and provide services. We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Position Objectives

- Develop and implement grant and fundraising strategies to maximise program and income growth.
- Write and submit grant proposals, fundraising-related writing projects, and reports, including detailed records of grant applications and outcomes.
- Manage the grant applications, agreements in line with internal policies and compliance requirements.
- Develop and manage strong relationships with the community and stakeholders.
- Manage the communication and marketing functions of the organisation
- Lead community engagement opportunities such as community events and expos.

Essential Skills and Knowledge

- Extensive experience in fundraising, working with donors and key stake holders
- Demonstrated ability to communicate effectively (written and verbal) with internal and external parties
- Excellent research skills with an ability to seek, interpret information and disseminate it effectively
- Previous experience in developing, writing and submitting grant proposals and reports
- Effective interpersonal and skills and with the ability to work in a diverse environment
- Demonstrated ability to work collaboratively as part of a team

Key Capabilities

Stream	Descriptor	Tier
Community and Interagency Relations (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders	1.2.1 Researches community's needs and concerns and provides community development/education.
	Community	1.3.2 Represents the organisation and promotes awareness of key issues in community networks
	Partnerships and collaboration	1.2.3 Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes.
	Knowledge of Community	1.3.4 demonstrates high level understanding of the sector and the work of other relevant organisations
Professionalism (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Social Justice	1.4.5 Demonstrates commitment to social justice and social inclusion and the development of a strong service sector.
	Time Management	2.3.1 Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
	Ethics	2.4.2 Models organisational values and preferred behaviours and promotes the Code of Conduct.
	Taking Responsibility	2.2.3 Takes responsibility for work outcomes and assists others to understand the role and responsibilities.
	Problem solving	2.3.4 Implements systems to address adverse events and problems and assists teams to take a proactive approach to problem solving
Initiative and Enterprise	2.1.5 Contributes to ideas for improved ways of working.	

Key Capabilities		
Stream	Descriptor	Tier
Communication (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy	3.2.1 Advocates for clients to advance their interests, <i>and</i> 3.3.1 Articulates clear and persuasive messages about key issues when advocating or negotiating for clients on behalf of the organization.
	Written Communication	3.2.2 Writes accurate, clear and informative reports and communications that meets the needs of the intended audience.
	Verbal Communication	3.3.3 Provides informed, meaningful and relevant messages when communicating with staff, clients and members.
	Public Speaking	3.3.4 Makes convincing presentations, using a range of media, to communicate key issues
	Interpersonal Skills	3.2.5 Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.
Leadership and Teamwork (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United/Shared Vision	4.2.1 Generates ideas for innovation and enhanced working practices to achieve program goals and organisational mission.
	Strategic Focus	4.2.2 Contributes to team plans and relates teamwork to strategic objectives.
	Team Building	4.2.3 Offers constructive feedback and provides balanced and informed perspectives at team meetings.
	Conflict Management	4.2.4 Recognises differences of opinion and works towards the resolution of team conflict.
	Diversity	4.2.5 Values team spirit and diversity and supports team development.
Resources, Assets and Sustainability (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Equipment and assets	5.1.4 Takes care when using and maintaining equipment and aids.
Service Delivery (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice	6.2.1 Demonstrates reflective and evidence based practice.
	Knowledge of client issues	6.3.2 Demonstrates detailed knowledge of client member issues and builds research links.
	Client Outcomes	6.2.3 Provides clients with high quality service and appropriate referrals.

Key Capabilities		
Stream	Stream	Stream
	Diversity Client confidentiality and dignity	6.4.4 Champions respect for diversity and importance of culturally appropriate behaviour. 6.4.5 Fosters a culture of respect for clients confidentiality and dignity.
Program Management and Policy Development Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices	Policy Development and Implementation Program Development Achieving Results Complaints handling and continuous improvement	7.2.1 Participates in the review and development of policies and utilises policy and procedures to guide work practices. 7.2.2 Contributes to program objectives, develops and implements simple project plans. 7.2.3 Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. 7.2.5 Utilises feedback from complaints to improve programmes and reviews own performance.
Change and Responsiveness (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability Multi-skilling Creativity and Innovation Technology Learning and development	8.2.1 Supports change management and assists others to adapt and adjust to change. 8.2.2 Works collaboratively with people from different disciplines and shares knowledge and skills. 8.2.3 Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement. 8.2.4 Supports the use of new technology and develops skills to master new technology. 8.2.5 Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify.
Governance and Compliance (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategic Planning Quality Risk Management WHS Legislation and Compliance	9.2.1 Contributes to team work plans and ensures that own work outcomes are achieved. 9.2.2 Contributes to enhancement of quality practices and ensures that own work meets quality requirements. 9.1.3 Ensures that risks are identified and reported in own work context. 9.2.4 Contributing to the identification of WHS risks and hazards and ensures safety in their own work context. 9.35 Manages work practices to comply with relevant legislation and licensing requirements.

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> • Build and maintain a professional rapport with each service program within TFSS. • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998]. • Prioritise to achieve the objectives of TFSS and the objectives of each program. • Provide appropriate communication based on the audience receiving. • Follow processes and systems to maintain accurate records. 	As per TFSS policies and procedures
Responsibilities	<p>Contribute to the operational objectives of the workplace, a position at this level may include some of the following:</p> <ul style="list-style-type: none"> • Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined; • Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge; • Identification of specific or desired performance outcomes; • Contribute to interpretation and administration of areas of work for which there are no clearly established procedures; • Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined; • Although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints; • Provide administrative support of a complex nature to senior employees; • Exercise responsibility for various functions within a work area; • Provide assistance on grant applications including basic research or collection of data; • Undertake a wide range of activities associated with program activity or service delivery; • Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material; • Provide a reference and research information service and technical service including the facility to understand and develop technologically based systems; 	As required

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
	<p>Where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:</p> <ul style="list-style-type: none"> – liaise with other professionals at a technical technical/professional level; – discuss techniques, procedures and/or results with clients on straight forward matters; – lead a team within a specialised project; – provide a reference, research and/or technical information service; – carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods; – perform a range of planning functions which may require exercising knowledge of statutory and legal requirements; – assist senior employees with the planning and co-ordination of a community program of a complex nature. 	
Workplace Standards	<ul style="list-style-type: none"> • Comply with the Quality Improvement Policy; • Promote and demonstrate a commitment to continuous improvement across TFSS; • Understand and comply with TFSS policies, procedures and workplace standards; • Maintain and ensure privacy and confidentiality; • Take active responsibility for your own well being in the workplace and gain assistance if required; • Use TFSS resources efficiently and effectively and treat them with due care; • Advise your manager or team leader of any obligations in relation to secondary employment; • Report any improper conduct; • Assist in the general maintenance, cleanliness and presentation of workplace facilities. 	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> • Knowledge of statutory requirements relevant to work; • Knowledge of organisational programs, policies and activities; • Sound discipline knowledge gained through experience, training or education; • Knowledge of the role of the organisation and its structure and service; • Specialists require an understanding of the underlying principles in the discipline. 	As required

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
Organisational relationships	<ul style="list-style-type: none"> Works under general direction; Supervises other staff and/or volunteers or works in a specialised field. 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback; Ensure completion of timesheets and have them sent through to the Service Stream Manager weekly/fortnightly; Ensure all appropriate receipts and travel claims are sent through with time sheets. 	As per TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> Actively participate in 1:1/supervision; Assist management to identify employee's own professional development needs; Attend relevant professional development opportunities in order to fulfil your role; Participate in cultural competencies, training and activities; Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service; Actively participate in a service evaluation and staff appraisals, review of job descriptions; Attend relevant meetings in relation to your role. 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety; Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others; Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act; Raise any concerns in relation to WHS with your Health and Safety Representative or Manager; Report all accidents, incidents, injuries, hazards and equipment faults to your Manager or Health and Safety Representative immediately; Report to work in a fit and proper condition, so that you are able to competently undertake your duties. 	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children; As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people; Report any misconduct committed by staff against a person under 18 years; 	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>

Position Specific Functions		
Performance Area	Expected Outcomes	Performance Indicator/s
Client Safety & Child Protection	<ul style="list-style-type: none"> Ensure that your actions do not expose clients or children to harm; Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW). 	
Performance Area	Expected Outcomes	Performance Indicator/s
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for TFSS; Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders. 	As per TFSS policies and procedures
Complaints	<ul style="list-style-type: none"> All complaints are acted on and handled within policy; Manager is aware of complaints immediately. 	As per TFSS policies and procedures

Your Level of Decision Making and Authority
<ul style="list-style-type: none"> Act within policy and procedure Make final decisions within the planning practice

Decisions that are Referred to your Direct Supervisor
<ul style="list-style-type: none"> All issues that require a sign off/approval from Senior Manager Corporate Services or those with the delegation of authority to do so.; Complaints from families or service providers Requests for new business from Funding Bodies Complaints from Funding Bodies

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained within the:</p> <ul style="list-style-type: none"> TFSS Letter of Engagement The Position Description The relevant Industrial Award (s) TFSS Policies and Procedures and program specific protocols and guidelines The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time. <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.</p>

Employee's Signature

Dated

Employee's Name

CEO/ Manager's Signature

Dated

CEO / Manager's Name