

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Community Engagement Officer
<b>LOCATION</b>	Regional NSW (based Wagga)
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2010-2013
<b>CLASSIFICATION</b>	CDO/Case Manager (Karralika Programs Paypoint 2.5-3.1)
<b>CONTRACT TERM / HOURS</b>	12 month contract - 76 hours / fortnight
<b>RESPONSIBLE TO</b>	Community Services Manager, NSW

### Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centered and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is “People living better lives”.

Our mission is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride.

We are committed to providing an inclusive, safe and engaging workplace for our staff, students, volunteers and people accessing our services. We respect people’s identity, and actively promote connection to community, history and sense of self

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations.

We value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support.



## Role description

Karralika Programs provides an Alcohol and Other Drug (AOD) Day Program in Wagga and Griffith for young people aged 12 – 24 years old and a Day Program in Queanbeyan for adults who have dependents. Additionally, in Wagga and on the NSW far South Coast, Karralika also provides a counselling and nursing service for Children and Young people, aged 10-19 years old.

This role will be situated in and work primarily with the Day Program staff in the Wagga Office but will also provide Community Engagement support to the Day Programs in Griffith and Queanbeyan.

The Community Engagement Officer will work in collaboration with other local stakeholders and organisations to promote Karralika Day Programs and Child and Youth programs, reducing stigma and increasing access to AOD treatment and support for young people. This role aims to increase community awareness regarding local AOD issues and promote services provided by Karralika Programs through planning and delivering of community engagement activities and/or support community engagement activities, connecting services, and communication and marketing activities.

Role Responsibilities:	
Key Area	Responsibility
Strategic Leadership and Management	<ul style="list-style-type: none"> <li>Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities;</li> <li>Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc. via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster good governance and corporate systems;</li> <li>Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability;</li> <li>Contribute to and coordinate the implementation of identified corporate and operational activities of the organisation's strategic plan;</li> <li>Promote, encourage innovation and contribute to innovation systems within the organisation.</li> </ul>
Key responsibilities	<ul style="list-style-type: none"> <li>Plan and deliver community engagement activities across the Wagga, Griffith and Queanbeyan areas to promote AOD awareness, harm minimisation and services provided by Karralika Programs for young people,</li> <li>Build and maintain partnerships with local councils, local health services, local schools, community organisations, AMS/ACCHO's workplaces and community centres,</li> <li>Drive community engagement innovation, liaising with a range of local stakeholders and organisations,</li> <li>Coordinate the targeted distribution of Day Program resources to identified priority populations including communications and marketing, health promotion to the broader community,</li> <li>Represent Karralika and the Day Programs at local health promotion events,</li> </ul>

	<p>expos and community forums,</p> <ul style="list-style-type: none"> <li>• Build and maintain relationships with stakeholders from priority communities including organisations representing CALD communities, Aboriginal and Torres Strait Islander peak bodies, LGBTQIA+ communities, and young people</li> <li>• Identify barriers, or potential gaps in the community which may require relationship building or improved processes for young people accessing Karralika AOD services,</li> <li>• Address stigma and discrimination that may affect access to AOD programs and support,</li> <li>• Assist with the planning, monitoring, evaluation, and reporting of community engagement activities, including media stories, social media engagement, number of resources distributed, number of community engagement activities and partnerships developed.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Attend all regular organisational meetings, in person or virtually,</li> <li>• Develop and maintain strong relationships with the AOD service sector in the local areas,</li> <li>• Support the young people to engage with Karralika AOD services,</li> <li>• Work within the Karralika AOD multidisciplinary teams,</li> <li>• Develop and maintain relationships with relevant external stakeholders who engage with young people who may have AOD needs, and can support connection with Karralika Programs (e.g., LHD, NSW Police, PCYC, Local Councils, community organisations).</li> </ul>
Reporting and Data	<ul style="list-style-type: none"> <li>• Ensure collection of relevant data from activities and planning.</li> <li>• Provide all relevant data as required to Line Manager / Executive member for reporting requirements.</li> <li>• Promptly report any risks or issues that may impact on the delivery of the program to the Line Manager.</li> </ul>
Leadership and Team Approach	<ul style="list-style-type: none"> <li>• Provide guidance and support to the Karralika AOD teams in NSW on community engagement.</li> <li>• Team with other regional community engagement officers to share experiences, opportunities and resources,</li> <li>• Provide a coordinated approach for community to understand and access AOD services in their area.</li> </ul>
Additional Responsibilities	<ul style="list-style-type: none"> <li>• Work within Karralika's vision, purpose and values,</li> <li>• Be a positive representative of Karralika as an organisation and the specific program areas,</li> <li>• Undertake activities to develop knowledge and expertise in relation to professional skills and participate in ongoing professional development,</li> <li>• Participate in peer and clinical supervision processes, where relevant,</li> <li>• Support and adhere to Karralika Programs Policies and Procedures including WHS, Infection Control and pandemic response protocols,</li> <li>• Comply with Karralika Programs Code of Conduct and Ethics, Privacy and Confidentiality and other organisational Policies,</li> <li>• Fulfill other tasks and duties as required.</li> </ul>

Employment Criteria	
Qualifications	<ul style="list-style-type: none"> <li>Diploma or higher qualification in a relevant field (e.g. AOD, Community Services, Community Development, Health Promotion).</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience working with local communities to achieve shared goals,</li> <li>Experience working in the Wagga and/or other identified local areas,</li> <li>Significant experience managing stakeholders and developing networks,</li> <li>Experience developing and implementing activities including community-based activities, communications and marketing,</li> <li>Experience working with young people and AOD or another relevant sector.</li> </ul>
Skills and Knowledge	<ul style="list-style-type: none"> <li>Understanding of community development, health promotion and AOD harm reduction principles and strategies,</li> <li>Understanding of the principles of evidence-based practice,</li> <li>Familiarity with the National Drug Strategy harm minimisation approaches (harm, supply and demand reduction),</li> <li>Computer literacy including understanding of MS Office Suite, videoconferencing and use of Client Management Systems (CMS's),</li> <li>Ability to use and promote services via approved social media platforms,</li> <li>Demonstrable a high standard of verbal and written communication skills,</li> <li>Demonstrable skill and understanding of working independently and showing initiative while operating within a multidisciplinary team, structures and guidelines.</li> </ul>
Other	<ul style="list-style-type: none"> <li>Current Drivers License</li> <li>Current National Police Check</li> <li>Current Working With Children Check (WWCC) number</li> </ul>

### Individual Work Plan

Each staff member will have in place, in addition to the above responsibilities, an Individual Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Biannual performance appraisals will be undertaken in each year.