



POSITION DESCRIPTION

POSITION TITLE	Community Engagement Co-ordinator
PROGRAM	Project Northwest Z30 – The Melton Project <i>Note: Project Northwest Z30 will establish the COSS model in Northwest metropolitan Melbourne, this position is setting up for funding success in Melton.</i>
REPORTS TO	Hope Street Manager
LOCATION	The position will be based at our Coburns Road site in Melton. The incumbent will need to be flexible to work from different sites at various times, to engage the Project Northwest Z30 community.
DAYS & HOURS	Part-time 30 hours a fortnight, primarily Monday to Friday between hours 8am – 6pm by agreement. <i>Note: At this stage, this position is a 10-month role.</i>
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter (both pro rata).

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource, and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit www.hopest.org for more information.



PROGRAM INFORMATION – NORTHWEST Z30

Project Northwest Z30 is based on The Geelong Project and is an innovative early intervention platform delivering a place-based 'community of schools and services'. The Community of Services and Schools (COSS) model is for young people at risk of disengaging from school and/or becoming homeless. The carefully selected name of Northwest Z30 captures the spirit and intent of the project: Northwest – providing a service in the Northwest metropolitan area; and Z30 meaning Zero young people disengaging from school due to homelessness by the year 2030.

The target group of this program is also at greater risk of entering other service systems, and commonly present with risks relating to family violence, disability, drug and alcohol abuse, mental health concerns and youth justice and intervention from the police. As such, Project Northwest Z30 will comprise a collective of individuals from various organisations, led by Hope Street and Victoria University, contributing their expertise for the success of the program and success of empowering young people to remain engaged in education and diverted from homelessness.

POSITION INFORMATION

The Community Engagement Co-ordinator will follow on the engagement of community in Phase 1 preparation phase of this project. This will see the Melton Project as part of Project Northwest Z30 prepares for funding success and implementation. This preparation phase will work closely with the Northwest Z30 Executive Committee.

Phase 1 incorporates the:

- Planning and establishment of relationships and partnerships with key stakeholders;
- ongoing engagement with these stakeholders;
- planning and development of promotional, informative and service delivery materials;
- planning and development of key management and service delivery systems for when the program 'goes live'. Core to this activity is ensuring a focus on the varying practice approach between systems and establishing a collaborative practice culture.

Phase 2 of The Melton Project/ Project Northwest Z30 is the 'go live' or commencement of service delivery. This will occur once funding is secured.

Responsibilities of this position include without being limited to:

- Undertake project co-ordination and provide administrative support to the NWZ30 project and Project NWZ30 Executive Committee. This will include project implementation, report writing, minute taking and other co-ordination activities
- Develop linkage relationships with Northwest service providers, schools, businesses, and any other services in accordance with the NWZ30 Plan.
- Develop ready to use systems and documents for the implementation of NWZ30 (implementation will be phase 2 of the project's service delivery). That this activity notes variations in systems and allows for a trauma informed practice approach.
- Develop program specific material and conduct presentations showcasing NWZ30 to key stakeholders and community.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Community Engagement Co-ordinator works within the parameters of this position description; the relevant award; the organisation's policy and procedures manuals; and is accountable to the Hope Street Manager.

The Community Engagement Co-ordinator will provide fortnightly written reports to the Hope Street Manager and a written/ verbal report at the Northwest Z30 Executive Committee meetings.



KEY RESPONSIBILITIES

Project implementation

- With the leadership of the Hope Street Manager, develop a project implementation plan and prepare for implementation of the Melton Project/ NWZ30 Early Intervention Project in accordance with the COSS model.
- Develop and monitor project implementation milestones and schedules
- Develop and implement communication plan to include engagement and consultation with all stakeholders, including service providers, secondary schools and government
- Arrange shared learning opportunities as appropriate. That this activity focus on trauma informed shared practice.
- Work within the collective approach to mediate solutions when issues arise, particularly in relations to system issues.

Measurement Outcomes

- Work with Upstream Australia to implement platform
- Ensure the contract between Upstream Australia and Hope Street is drafted
- Coordinate submissions and reporting requirements for philanthropic grants (as required)
- Working with stakeholders to develop and maintain a communication strategy
- Coordinate regular operational meetings with Project NWZ30 working group

Stakeholder & Community Engagement

- Coordinate all communication and stakeholder engagement activities relevant to the project.
- Facilitate the development of relationships within the Executive Committee and across the wider stakeholder network, as identified in the project initiation plan.
- Proactively drive effective working relationships with community stakeholders, agencies, and services to promote the project and a shared approach.
- Promote positive community awareness of Project NWZ30.

Measurement Outcomes

- Prepare regular written progress reports/ communications over the course of the project to ensure that the Executive Group is kept up to date and can monitor progress against the project initiation plan.
- Engage with existing networks as well as new partnerships.
- Provision of advice and support to relevant organisations.
- Monitoring of network feedback mechanisms and issues register.
- Develop collaborative service/program responses.

Governance

- Prepare for implementation of key partnerships as outlined in Memorandum of Understandings (MOU's) between schools and community support agencies.
- Develop procedures and protocols related to agreements between schools and providers for case management frameworks, privacy and consent processes and referral pathways.
- Consider data collection systems and ensure they can capture evidence of outcomes achieved for Project NWZ30's young people.
- Active involvement in the monitoring and review of risk management frameworks.
- Maintain other administrative and financial records (i.e., internal communication processes, petty cash, purchasing processes, etc.) in line with organisational policy and as required.



Measurement Outcomes

- MOU's reviewed and strengthened, ready for signing.
- Provide support to the Hope Street Manager including agendas, reporting and facilitation of the groups.
- Continually improve procedures and protocols between schools and agencies in conjunction with Upstream Australia
- Demonstrated participation in continuous quality improvement and risk management activities.

Organisational Accountabilities & Duties

- Other reasonable duties as directed.
- Comply with the Child Safe Standards in both practice and culture.
- Active involvement in professional development to build theoretical knowledge and practice capability.
- Adhere to all Hope Street policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy.
- Provide the highest ethical standards at Hope Street not only to young people in the communities we serve, but to our co- workers and ourselves.

Measurement Outcomes

- Adherence with Child Safe Standards.
- Demonstrated participation in professional development activities.
- On every occasion Hope Street is represented ethically and professionally.
- Organisational needs understood and supported.
- Actively participate in supervision and performance review procedures.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in Youth Work, Social Work, Psychology, Education, Community Development or a closely related discipline.
2. Minimum 3 years' relevant experience in a project/ service implementation role in the provision of community based not for profit services.
3. Demonstrated high level communication skills including written (report writing, minutes, letters), problem solving and analytical skills.
4. Skilled at working with different stakeholders with an inclusive approach for the success of the project and for the benefit of the local communities.
5. An understanding of the role of community, education and government agencies relevant to youth focused service delivery and knowledge of youth homelessness and related service systems
6. Drivers Licence
7. Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.
8. Competency with Microsoft Office, or other Case Management software with a capacity to maintain appropriate records and files. Specific skills in project planning tools are required.

Desirable

- Previous experience in a similar role at a community services organisation.



Other

- Whilst Hope Street will appoint the successful candidate into the role, the interview process may encompass involvement from Project Northwest Z30 Executive Committee or another member of the Upstream Consortium.
- The health and safety of our team and communities is paramount to Hope Street Youth and Family Services. Accordingly, we require anyone joining our team to provide proof of up-to-date COVID-19 vaccinations

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____