

Job Description	Community Engagement Officer - Youth
Division:	Clinic
Reports to:	Programs Manager
Direct Reports:	1
Award / Agreements	Common Law Contract of Employment NES Fair Work Conditions
Approved by CEO	Endorsed by CEO (Deb Woods) 15/11/2017 Updated and Endorsed by CEO 16/03/2021 Updated and Endorsed by CEO 23/03/2022 Updated and Endorsed by CEO 18/03/2024

1. MISSION STATEMENT

GRAMS mission is to provide high quality and progressive health care to Aboriginal people.

2. POSITION PURPOSE

Community Engagement Officer -Youth is responsible to build and enhance relationships between GRAMS staff, other Health Service providers and the community to promote and increase community awareness of the GRAMS services, whilst assisting community members to connect with appropriate health and wellbeing services to address issues affecting their health.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity. Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Customer Focus and Confidentiality throughout the course of their duties

3. KEY CUSTOMER AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers and team members of GRAMS.
- Given the range of tasks, this position has contact with most Aboriginal Community members.

4. RESPONSIBILITIES OF THIS POSITION

Key Result Area	Position Responsibilities
DUTIES	<ul style="list-style-type: none"> – Provide quality, culturally appropriate interventions for Aboriginal youth such as skills education, recreation programs, project support and individual casework as required. – Promote Aboriginal youth participation and involvement in all GRAMS programs. – Liaise and develop partnerships with key members of the community, professional colleagues and other organizations to assist in addressing Aboriginal youth health, social and emotional wellbeing issues. – Ensure effective communication with Aboriginal youth, their families and community. – Maintain current awareness of issues that affect the health, social and emotional wellbeing of Aboriginal youth. – Advocate for Aboriginal youth in areas of health, cultural and social wellbeing. – Provide regular reports and data as required and maintain appropriate legible records and ensure confidentiality at all times. – Build and enhance relationships between GRAMS staff, other health service providers and the community to promote and increase community awareness of the GRAMS services. – Assist Youth community members to connect with appropriate health and wellbeing services to address issues affecting their health. – Work closely with youth groups of people linked by <ul style="list-style-type: none"> ➤ Geographic proximity ➤ Special interests ➤ Similar situations ➤ Age groups <p style="margin-left: 40px;">To address issues affecting their well-being</p> – <i>Identify service gaps</i> and opportunities through community engagement and feedback. – Promote the GRAMS services to community, other health service providers and stakeholders.

	<ul style="list-style-type: none"> - Follow up on youth clients and encourage participation in our programs. - Ensure the GRAMS youth recalls are followed up. - Assist the clinic staff identifies issues relating to the self-management of chronic conditions. - <i>Identify</i> issues in the community that impact on the health and wellbeing of our youth clients and community and report back to management. - <i>Ensure</i> GRAMS is represented at local events and <i>develop</i> sound partnerships with Key stakeholders. - <i>Engage</i> the community in feedback and consultation to advocate on behalf of the youth clients. - Disseminate and share relevant information with the community. - Develop and implement a community engagement process for identified projects, strategies and decision making.
PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> - Uses self-assessment and peer review to regularly assess own competence. - Participates in performance management using the GRAMS Performance Appraisal System. - Maintains skills in CPR and other relevant first aid as required
OTHER	<ul style="list-style-type: none"> - Perform other duties as required or requested by GRAMS CEO or manager. - Participates in continuous quality improvement activities and applies quality improvement principles to all duties performed. - Attends workshops and training as required. - Attend and participate in Staff Development Days. - Identify and assist to reduce Work Health & Safety hazards and risks. - Follow the reasonable direction of Work Health & Safety representatives. - Contribute to the achievement of the objectives of GRAMS by

providing a positive work environment.

5. COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role.

JOB SPECIFIC COMPETENCIES

General skills, experience and knowledge

ESSENTIAL:

- Diploma of or Certificate IV in Youth Work or a related discipline.
- Tertiary qualifications or equivalent in health promotion, community health
- Highly developed communication skills (interpersonal, verbal, and written).
- Knowledge of Aboriginal culture, health and related issues and the ability to work effectively with the Aboriginal people of Geraldton and the Murchison
- Demonstrated experience or ability to develop, implement and evaluate community awareness programs.
- Ability to organize and implement community-based activities within allocated budget.

DESIRABLE

- Experience in similar role
- Developed computer skills including word processing, spreadsheets and database applications.
- Broad knowledge of local health service providers both government and non-government.

PRACTICE REQUIREMENTS

- You need to obtain a Police Clearance.
- A current Working with Children Clearance or able to obtain one.
- A current unrestricted vehicle driver's license.
- You can be tested for having used drugs at any time.

I certify that I have read and understood the responsibilities assigned to this position.

Name	
Signature	
Date	