

## Position Description

### Community Engagement Manager

#### Organisation Purpose

Palliative Care Victoria (PCV) is the peak body representing palliative care providers, consumers and their families, and those with an interest in palliative care in Victoria.

Our vision is that all Victorians with a life limiting illness and their families are supported to live, die and grieve well.

We work to achieve our vision through leadership, advocacy, information, support and capacity building, in accordance with our values of respect, collaboration, integrity and compassion.

We focus on achieving these strategic outcomes:

- A vibrant, strong and innovative palliative care sector in Victoria;
- Increased community understanding of what to say and do when facing life-limiting illness, death, grief and loss;
- Improved access to Aboriginal people and CALD communities to culturally responsive palliative care; and
- Growing, innovative, effective and sustainable volunteering.

A committed Board of 9 volunteers provides sound governance. A team of 5 staff works collaboratively with our stakeholders and members. We are also the 'go-to' organisation for members of the public seeking relevant information, support and services.

#### Policy and Service Delivery Context

PCV's Strategic Plan 2022-2026 and Victoria's end of life and palliative care framework provides the Victorian policy context for this work.

#### Community Engagement Manager

This role involves community engagement and capacity building activities with individuals and communities so that they are better prepared, and can be supportive of others, when facing life limiting illness, dying, death, grief and loss.

It will involve collaboration, networking and outreach via relevant social networks, groups and community events to reach diverse populations, including: seniors, carers, Aboriginal people, people from culturally and linguistically diverse backgrounds, people in rural areas and people with special needs.

## Key responsibilities of this role

1. Plan, develop and deliver appropriate, prioritised engagement and capacity building activities in collaboration with relevant community groups and networks to achieve the purpose of this role. This includes leading PCV initiatives and contributing to other relevant community engagement opportunities such as, community festivals, expos, exhibitions, group discussions etc.
2. Promote understanding of, and access to, culturally responsive palliative care by people from culturally and linguistically diverse communities and assist them to be prepared and be supportive of others when facing life limiting illness dying, death, grief and loss.
3. Provide education sessions to build the capacity of staff and volunteers working with relevant community groups (preferably using a train the trainer approach) to empower them to facilitate, through their networks, relevant community engagement and capacity building activities, with access to PCV support and resources.
4. In partnership with the PCV Volunteering and Capacity Building Manager, recruit, train, manage and support a small team of PCV volunteers who will contribute to PCV's community engagement and capacity building activities. Continue to explore other relevant engagement and capacity building opportunities that could be led by trained volunteers.
5. Contribute to PCV's strategic and operational planning. Prepare and implement operational plans for the responsibilities of this position. Monitor progress and be receptive to learnings and opportunities that will facilitate the desired outcomes and impact.
6. Meet agreed organisational and contractual key performance indicators and deliverables and provide timely and accurate reports as required.
7. Provide appropriate contributions, relevant to this role, and timely support to PCV team activities, including:
  - Responding to phone calls from the public seeking information about palliative care and help to access services.
  - PCV member support.
  - PCV communications, including: weekly Newsflash, monthly Volunteering Newsflash, website news, annual reports, and new PCV resources.
  - Planning and delivery of relevant PCV events and engagement activities.
  - Staff team meetings, including the review of operational policies and procedures.
8. Other duties as directed by the CEO that are relevant to this role, PCV's strategic outcomes, and the skills and experience expected of this position.

## Selection criteria for this role

1. Demonstrated experience and expertise in the successful co-design and facilitation of train the trainer / education programs and other activities that build the capacity of consumers, community members, volunteers and/or staff.
2. Demonstrated experiences and success in leading and facilitating collaborative community engagement and community capacity building activities to facilitate agreed outcomes.
3. Demonstrated experience and success in engaging and collaborating effectively with culturally and linguistically diverse communities to facilitate agreed outcomes.
4. Evidence of excellent planning, priority setting, project and time management, attention to detail, follow up and completion.
5. Evidence of excellent oral and written communication skills.
6. Demonstrated initiative, teamwork, flexibility, and capacity to adapt and respond to changes and emerging opportunities.
7. Efficient and effective computer skills, including Microsoft Office software, and willingness to learn and use other relevant software used by PCV.
8. Evidence of tertiary qualifications in a relevant field and analytical thinking skills.

## Required behavioural competencies

The following behavioural competencies are a requirement of this position:

### Self-awareness and awareness of others

- Use self-reflection and feedback from others to foster personal growth.
- Demonstrate awareness of and respect for the needs of others.

### Aligned with PCV's values:

- Behave in accordance with PCV's values of collaboration, integrity, respect and compassion.
- Negotiate to achieve mutually agreed outcomes rather than engage in conflict.

### Initiative and accountability

- Take initiative and seek advice and support appropriately.
- Responsive to direction, feedback and support from their manager.
- Accept personal responsibility and accountability for performance.

### Drive and commitment

- Display self-motivation, enthusiasm and a positive attitude.
- Demonstrate an excellent work ethic as evidenced by productivity and work quality.

### Innovative, flexible and resourceful

- Seek out relevant information and open to the idea and contributions of others.
- Use a creative, innovative and resourceful approach to create value.
- Adaptable and flexible in the face of changing needs and priorities.

### Ongoing learning

- Demonstrate a commitment to continuous learning and development.
- Use experiences and mistakes as opportunities for learning.

## **Application & selection process**

### 1. Application preparation

Before applying for this position please familiarise yourself with:

- Palliative Care Victoria's website including our recent annual reports and strategic plan <https://www.pallcarevic.asn.au/>
- Victoria's end of life and palliative care framework <https://www.health.vic.gov.au/publications/victorias-end-of-life-and-palliative-care-framework>

Having considered this material if you have any further important questions about this position, please contact Palliative Care Victoria by email [info@pallcarevic.asn.au](mailto:info@pallcarevic.asn.au) or phone 03 9662 9644.

### 2. Application documents

Please provide:

- a. A short letter that conveys your motivation and suitability for this role, and the contribution you could make to PCV.
- b. A short CV that identifies your relevant credentials, expertise and experience for this role. This should provide evidence to support selection criteria 7 and 8.
- c. A short one-page summary of two or three different achievements that illustrate your capacity to meet selection criteria 1, 2 and 3 respectively. For each achievement briefly describe the opportunity, your role and key activities and lessons learnt (maximum 3 pages total).
- d. Statement of suitability in relation to selection criteria 4, 5 and 6, briefly cite experience and achievements or other evidence to show how you meet these selection criteria.

3. Submission and closing date:

Please email your application (preferably in the order given above as a single PDF document) to: [vplatt@pallcarevic.asn.au](mailto:vplatt@pallcarevic.asn.au)

Applications close at 5pm on Friday 10 February 2023, however suitable candidates may be interviewed prior to the closing date.

4. Shortlisting of applicants

This may involve a phone interview with selected applicants. If applicable, a convenient time will be arranged.

5. Assessment of shortlisted applicants

The assessment process is likely to include: interview/s conducted by a selection panel; a written or oral activity; discussion with nominated professional referees and a meeting with the PCV team.

6. Offer of employment conditional of pre-employment conditions

An offer of employment to the selected candidate will be made subject to:

- a criminal record clearance;
- evidence of professional qualifications; and
- a statutory declaration that the person does not have an existing injury or illness that would adversely impact on performance in the role.

Appointment to the position will include a six-month probation period. Ongoing employment is subject to satisfactory performance and behavioural competence within that period.

7. Notification of Applicants

PCV will advise all applicants of the outcome of their application. This may not be done until the successful applicant has accepted the offer of appointment.

Thank you for your interest in the position.

We look forward to receiving your application up until 5pm, Friday 10 February 2023