

Position Description COMMUNITY ENGAGEMENT OFFICER

1. OVERVIEW

Position	Community Engagement Officer
Employment status:	This position is part-time 3 days per week (0.6 FTE) subject to ongoing Department of Health funding. An initial three-month probationary period will be a part of the offer of employment and employment contract.
Accountability:	The position reports to the Communications and Engagement Manager
Remuneration:	Commensurate with responsibilities of position and experience of the successful candidate. Access to the benefits of salary packaging available.
Location:	The position is based at LiverWELL 15 Gracie Street, North Melbourne or any other location as agreed.

2. ORGANISATIONAL ENVIRONMENT

LiverWELL (incorporating Hepatitis Victoria) is the peak not-for-profit community-based organisation working across the state for people affected by, or at risk of, viral hepatitis and liver disease. It is governed by an independent Board of Directors with the Chief Executive Officer and staff performing the day to day duties.

LiverWELL works to:

- Provide leadership and coordination for the Victorian and Australian community response to viral hepatitis and liver disease
- Build a strong and sustainable organisation that works effectively across all activities and is positioned to have greatest impact
- Raise community awareness and prevent the transmission of viral hepatitis and liver disease
- Increase access to quality information about viral hepatitis and liver disease care, treatment and support.

The organisation strives to address the needs of priority populations affected by viral hepatitis and other liver conditions.

3. OUR VISION AND VALUES

OUR VISION

Better liver health for all Australians, free from hepatitis and stigma.

OUR VALUES

- *Respect* – We respect all people affected by liver disease, promoting dignity, and challenging stigma and discrimination
- *Inclusion* – We seek to understand and value the diverse circumstances and cultures of the people and communities with whom we work
- *Collaboration* – We work in partnership with those affected by liver disease, and with others who share our values and aim
- *Impact* – We strive for maximum impact, building on evidence, being innovative, and driving change to achieve better liver health.

4. POSITION CONTEXT

Liver health is the ignored health crisis. In Australia, 6 million people are at risk and 1,400 die of liver cancer every year, the fastest growing cause of cancer death. It has a direct cost to the economy of approximately \$50.7 billion per year.

LiverWELL delivers a range of hepatitis education, community awareness, advocacy, training and workforce development programs for key priority groups within the community. These programs have been developed to reduce the risk of hepatitis and liver disease, and to increase awareness of and support for people living with viral hepatitis and liver disease.

The Community Engagement Officer will report to the Communications and Engagement Manager and will collaborate and engage with individuals with lived experience of hepatitis and liver disease, volunteers and the broader community. This role is integral to the advocacy and engagement work done by LiverWELL .

The position reflects the commitment of LiverWELL to increasing awareness within the community in relation to liver health and provides the opportunity to work with a diverse range of people to address a key health issue facing our community. It is an opportunity to combine your confident and articulate manner with a passion for improving outcomes for individuals living with a chronic health condition.

5. KEY RESPONSIBILITY AREAS

This role will coordinate LiverWELL 's engagement programs and initiatives to improve and enhance the perceptions and experiences of our partners, stakeholders and communities as well as potential supporters.

This will include:

Community Participation, including public speakers, HEPHeroes and advocates

- Coordinating the operation of LiverWELL 's public speakers bureau, including recruitment, promotion, training and support for people with viral hepatitis and liver disease as lived experience speakers.
- Establish and support a Liver Health Advisory Committee comprising people with liver disease and their supporters
- Developing, implementing and maintaining appropriate community participation information, resources, tools and events tailored to LiverWELL 's audience
- Coordinate LiverWELL events, both digital and face-to-face, particularly as they affect people with lived experience and volunteers
- Coordinate mechanisms for promoting, supporting and measuring the effectiveness of consumer input in relation to organisational activities
- Evaluating and reporting on community participation activities to the Board and external stakeholders.

Volunteer Engagement and recognition

- Aligning opportunities for volunteer engagement and participation with the organisation's Community Participation Framework
- Managing the program of activities to recognise the contribution of volunteers and others to the organisation's work
- Coordinating the supervision and retention of volunteers, interns and lived experience stakeholders including induction and ongoing training practises
- Evaluating and reporting on volunteer engagement activities to the Board and external stakeholders.

LiverLine information service

- Actively participate in the delivery of the LiverLine information service
- Actively participate in LiverLine information training sessions to ensure capacity to respond to enquiries about vital hepatitis and liver health

Teamwork and general duties

- Contributing to the development, implementation and evaluation of the organisation's strategic goals and associated activities
- Consulting and liaising with and maintaining relationships with key relevant internal and external stakeholders
- Attending and contributing to internal and external meetings as appropriate
- Contributing to LiverWELL 's general activities, including publications and awareness-raising initiatives and promote general activities and services to outside agencies and individuals
- Preparing regular operational reports with analysis and measurement of outcomes to explain the role and contribution of the organisation
- Supporting work undertaken in relation to health coaching and chronic disease self-management
- Undertaking other duties as agreed.

General

- Abiding by LiverWELL 's policies and procedures
- At all times, maintaining confidentiality of information about service users, members, staff, volunteers and other personnel.

6. KEY SELECTION CRITERIA

Essential

- Relevant qualifications in community development, engagement or health promotion
- Demonstrated experience in community development or engagement/participation and in developing community participation strategies and associated evaluation techniques
- Demonstrated experience in the engagement, supervision and retention of volunteers and/or lived experience stakeholders
- Thorough understanding of access, equity, participation and stigma issues, especially in the area of community and health services
- Demonstrated excellence in written reports, action plans and broad communications
- Highly developed interpersonal skills with the ability to build networks and work collaboratively with colleagues and stakeholders
- The ability to develop an in-depth understanding of the complexities of viral hepatitis and liver disease.

Desirable

- Knowledge of the principles of health coaching and chronic disease self-management
- Strong negotiation and time management skills, with the capacity to respond flexibly to manage multiple projects.
- Demonstrated ability to identify improvements, recommend solutions, innovate and work proactively and collaboratively
- A driver's licence current for the State of Victoria.

7. GENERAL INFORMATION

- LiverWELL is committed to cultural diversity in the workplace and is an equal opportunity employer. People affected by viral hepatitis, Aboriginal and Torres Strait Island people, people from a culturally and linguistically diverse background and people with experience working with those communities are encouraged to apply
- The general conditions of employment are contained in the LiverWELL Enterprise Bargaining Agreement 2020-2024.
- A vehicle will be made available for work related duties
- Regular performance reviews will be conducted using mutually established performance indicators.