

Position Description

Position Title	Community Participation Lead
Position Number	PXXXX (iChris)
Position Status	Full time, permanent position
Program Area	Community Partnerships and Diversity
Directorate	Business Innovation
Award/Agreement/ Classification	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011 - 2015 Grade 5
Reports	Volunteers/Casual staff
Reports To	Manager, Community Participation
Contact	Ramesh Kumar
Contact Phone Number	9448 6995 or 0429 379 307

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

cohealth's mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

With over 30 sites cohealth provides a range of vital local health and support services including medical, dental, allied health, mental health, counselling, case management and many specialist health services. More information about cohealth is available on our website www.cohealth.org.au.

Staff enjoy being part of a supportive environment with strong leadership and a collegiate and communicative approach. A not for profit organisation built on strong values, cohealth's commitment to all staff and volunteers is to ensure a positive and supportive work environment.

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cohealth is an equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

Site/Program Profile

The Community Partnerships and Diversity program area is located in the Business Innovation Directorate. The Business Innovation Directorate has two main program areas: Business Development and Innovation and Community Partnerships and Diversity.

The Community Partnerships and Diversity program area comprises a range of functions linked to the development and implementation of cohealth's human rights and community engagement/consumer participation frameworks. It delivers targeted programs to build local communities; works to improve access and equity for cohealth's diverse population groups; and ensures consumers and communities are active partners in shaping and delivering services through participatory mechanisms appropriate to their needs.

This work is underpinned by a strong focus on promoting and strengthening human rights; supporting highly engaged and connected communities; embedding meaningful community input into health service decision making; and strengthening workforce and organisational capacity to deliver responsive and inclusive services to marginalised and disadvantaged people and communities.

Position summary

The role is one of two Community Participation Lead roles within the Community Participation Team and reports to the Manager Community Participation.

The Community Participation Lead role is an innovative one which has four main aspects:

- As a Participation Partner allocated to one of the cohealth Directorates. In this role the Community Participation Lead is placed in a directorate for up to 3 days per week for 12 months to assist the directorate to embed approaches to community participation, and assist with related initiatives as a participation specialist. Over time, the role will rotate between different directorates within cohealth.
- As a Participation Project Supporter for prioritised, developmental and limited term community participation projects in one or more parts of the organisation.
- As portfolio holder in the Community Participation Team with responsibility to coordinate and contribute to the sector, organisation's and Team's work in areas such as priority populations, events/activities and advisory groups, quality improvement and program development

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- As a point of contact, coordination and support for community advisors/participants who work across projects and directorates.

The Community Participation Lead will have strong connection to the Community Participation Team and contribute to building a dynamic and professional team with a culture of sharing knowledge and expertise and maximising the impact of the Team. When working in the Participation Partner role, the Participation Lead will be located with the 'placement' directorate and have day-to-day engagement with Directorate management and staff.

Position Responsibilities

Participation Partner placed with a particular directorate:

- Work collaboratively with Directorate staff and management as an embedded member of the directorate to maximise opportunities for effective community participation and partnerships
- support Directorates sharing of responsibility and accountability through collaborative planning and joint decision-making, advice and strategies to grow and embed capacity across the workforce
- Offer flexible approaches matched to directorate priorities and point in time needs
- build depth of understanding across the directorate about
 - methodologies for engaging with consumers meaningfully
 - areas in which consumer input will value-add including but not limited to co-design of programs, facilities and other strategies; program/service review and evaluation; review of business processes or practice tools; representation and/or advocacy; culture building and change management; recruitment and professional development.
 - evaluative approaches to community participation
- support directorate ownerships of community participation and partnerships by helping facilitate a process of deep change
- inspire and motivate commitment to inclusion and innovation in community participation across the directorate, and support integration of community participation priorities and strategies into the directorate's business plans
- as project lead or co-lead, coordinate and implement and evaluate selected projects and strategies
- provide expert input and contribution directed to enhancing business processes that better enable sustainable community participation and leadership around participation opportunities
- as necessary and useful, broker relations between individual consumers and the directorate to match respective interest, needs and capabilities
- facilitate recruitment to community advisor/participation roles directly or through the cohealth participation register; and prioritises recruitment of under-represented and vulnerable groups, including priority populations, Aboriginal and

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Torres Strait Islander communities, carers, LGBTIQ communities, people with disability, younger people generally, and families

- ensure the directorate works effectively with participation planning and review tools, and uses the participation register
- link the directorate's efforts in community participation with broader organisational effort.

Participation Project Supporter:

- co-lead and/or make expert contribution to project and evaluation design
- provide technical advice and support to the directorate leaders and team members with respect to projects including providing evidence, information resources and tools
- assume responsibility for nominated project implementation tasks (within available capacity)
- in conjunction with the project leader:
 - recruits to community advisor/participation roles directly or through the cohealth participation register; and prioritises recruitment of under-represented and vulnerable groups
 - brokers, as is necessary, a range of relationships between individual consumers and the project team
 - provide support to community members participating in the project, ensuring their views are heard and any risks are highlighted, mitigated and managed
 - ensure the project appropriately adopts and uses participation planning and review tools; and the participation register
- link the project to other relevant community participation initiatives occurring elsewhere in cohealth

Participation Portfolio holder:

- take leadership responsibility for one or more portfolio(s) and participate in and represent cohealth at relevant internal and external forums
- communicate developments in the portfolio(s) to the team and to others as appropriate
- lead and deliver capacity building and training initiatives at nominated staff, community advisor and sector development forums
- ensure all necessary documentation related to the portfolio(s) is completed and stored appropriately
- undertake duties as directed by line manager

As a point of contact, coordination and support responsibilities for community advisors/participants who work across projects and directorates, responsibilities include to:

- Line management responsibility for more than 15 community advisors and casual staff providing day to day operational support, with the view to grow team.
- lead the recruitment, training and support of community advisors according to cohealth policy, in partnership with the Team and People and Culture team.
- lead engagement with community advisory members and other relevant stakeholders to develop, implement and evaluate appropriate consumer/

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- community governance structures and other participatory mechanisms, and effectively chair, facilitate and coordinate nominated meetings/activities/events
- build staff capacity to effectively chair, facilitate and coordinate nominated meetings/activities/events/open forums
 - using volunteer management frameworks and a participation planning approach, identify and develop individual consumer's skills, interests, motivations and capabilities and monitor and review participation plans
 - facilitate communication and ensure consumers inform and are linked to participation opportunities within and beyond cohealth
 - using volunteer management frameworks and a participation planning approach, identify and develop individual consumer's skills, interests, motivations and capabilities
 - develop, monitor and review community advisors' individual participation plans and work with Team to progress collective aspirations of advisors

Responsibilities as a Team member include to:

- participate in and contribute to team meetings, Team planning and review activities
- provide briefings and updates on placements, project and portfolios, ensuring line manager is informed about any risks or emerging issues
- lead the engagement of volunteers, students, consultants, community advisors and casual staff to support delivery of initiatives, within approved resources
- participate in and contribute to the Community Participation Community of practice
- offer, as appropriate, peer support and share professional knowledge and skills with team members
- undertake other duties as directed by the Team Manager

General Organisational Responsibilities

- Ensure compliance with cohealth financial policies and procedures
- Ensure all work is in line with cohealth policies and procedures
- Work within limits of confidentiality and privacy appropriate to programs
- Work in ways that support and uphold cohealth values
- Participate in Performance Appraisal as directed by the line manager
- Maintain integrity in adhering to personal accountabilities such as working in a non-smoking work place, no smoking with or around clients, timeliness and other professional courtesies

Position Requirements (qualifications, skills, knowledge and attributes)

Qualifications: tertiary qualifications and/or demonstrated experience in community development, consumer participation/community engagement, health planning or promotion, or public health

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Attributes: professional, emotionally intelligent, collaborative yet decisive, orientation to best outcomes and to innovation, integrity, resilient, solution-oriented and quality-focussed, organised yet adaptable, inclusive and respectful of diversity

Skills: high level inter-personal and communication skills(verbal and written); strong engagement skills, sound situational judgement; good conceptual abilities, well developed organising capacities and problem solving skills; ability to translate theory into practice; ability to manage multiple tasks concurrently; good project management skills

Knowledge of: contemporary theory and practice in the areas of community participation and consumer leadership; current trends in consumer-directed healthcare, codesign, and rights-based practice; change management approaches including capacity building and culture making.

Key Selection Criteria

Essential:

- Relevant tertiary qualifications and/or a minimum of 5 years experience in a role with skills and approaches demonstrably relevant to that of Community Participation Lead;
- Detailed understanding of current trends in community engagement and development, consumer-directed healthcare, codesign, and rights-based practice within primary and community health service settings;
- Track record in effective management of programs involving peers or community members and with a focus on diverse and marginalised communities
- Demonstrated capacity to work collaboratively with consumers from a wide variety of backgrounds;
- Demonstrated commitment to evidence based approaches and continuous improvement;
- Demonstrated ability to manage complex projects, organise and prioritise tasks; work to deadlines whilst maintaining attention to detail;
- Demonstrated capacity to work autonomously and to collaboratively lead, inspire, motivate and manage multi-function teams and intersectoral partnerships in a fast-paced and constantly changing environment;
- Highly developed stakeholder relations and interpersonal skills, including the ability to engage people from a diverse range of professional and non-professional backgrounds as well as cultures and capabilities;
- Demonstrated conceptual skills and skills that promote innovation, creative problem solving and initiative; and
- Exemplary verbal and written communications skills including the ability to produce high quality reports, project plans, briefings, submissions and lead presentations, facilitation and capacity building/training for a range of audiences.

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Desirable:

- Post graduate qualifications in a relevant discipline such as community development, health promotion, public health, public policy, education, training and assessment, public advocacy, community engagement/consumer participation
- Experience working in a cross-cultural context

Additional Information

1. cohealth is an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. This position will work across multiple cohealth locations – Footscray (with Team) and the location(s) of placement directorate
4. Employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check.
5. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
6. Salary packaging is available to all fixed and permanent staff.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Our Principles

Our work is informed by human rights based principles which include:

Participation: We work to improve access to our services by creating opportunities for active and meaningful participation.

Accountability: We have strong systems that are open and transparent and we actively encourage and respond to feedback.

Non-discrimination and attention to vulnerable groups: We work with the most disadvantaged people to improve their health and wellbeing.

Empowerment: We work alongside a strong and well-connected community that is supported to have a voice.

Linking practice to human rights standards: Our work promotes and protects the rights of staff, consumers and the wider community.

We require all employees to perform in a way that is in line with these principles.

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Document Review Details

Version Number:

Date Reviewed:

Date to be reviewed:

I have read, understood and accept the above position description

Name

Signature

Date

Senior Manager

Name

Senior Manager

Signature

Date

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