

POSITION DESCRIPTION

Position:	Community Engagement Liaison Officer	Reports to:	Primary: Operations Manager Executive Team Leader: NACAP Quality Officer
Award:	Social Community Homecare & Disability Services	Classification:	SCHADS Level 5
Status:	Full-time	Location:	175 Fullarton Road DULWICH SA 5065

Purpose of Role

Community Engagement Awareness: The Community Engagement Liaison Officer (CELO) is responsible for engaging, organising and delivering community and individual engagement activities to increase awareness of aged care advocacy across South Australia. Activities will include individual and public presentations that promote access to advocacy support for older people, including diversity groups as defined in the Aged Care Act 2024. Stakeholders include senior groups, local government, community agencies and social groups connected to older people, their families and representatives, to promote how older people can access aged care services and address concerns with their service.

Stakeholder relationships and networks: The CELO works collaboratively with the leadership and operations teams to identify, engage and attend relevant network meetings across the State, particularly those connected to ageing communities and diversity groups.

Service promotion and referral pathways: Through attendance at relevant network meetings and community engagement activities, the CELO promotes ARAS' service. The CELO will also record information in Salesforce for the provision of information to individuals and/or allocating case to an advocate, in line with our procedures.

Key Responsibilities	Key Performance Indicators
1. Coordinating and managing community development engagement	1.1 Develop broader community awareness of the National Aged Care Advocacy Program [NACAP] and the role Older Persons Advocacy Network [OPAN] Member Aged Rights Advocacy Service [ARAS] provides in supporting older people, their families, and representatives 1.2 Develop and support internal and external relationships and partnerships with community groups, charities, and volunteer organisations to improve community support and engagement. Key Stakeholder Relationships – Internal – OPAN, ARAS Executive, Admin, Operations team External – Older persons, community groups/networks, volunteer organisations, local government, and other community-based groups. 1.3 Where necessary, coordinate activities and connections with internal staff including reporting opportunities for engagement with Chief Executive to the Executive Assistant. 1.4 Target special needs groups with specific community engagement measures to ensure a deep understanding of NACAP. 1.5 Work with the Team Leader and Community Engagement and Education Coordinator to identify and schedule activities. 1.6 Develop a strategy with Team Leader to ensure contractual KPI's of 120 activities for the role are achieved. 1.7 Discuss with Team Leader resources that are effective for communicating with the audiences of partner organisations and networks. 1.8 Represent the network, or coordinate representation at events, forums, public engagements and networking meetings and at designated agency network meetings. 1.9 Deliver presentations at community events such as expos, senior forums and other community events.

	1.10 Maintain up to date knowledge and understanding of the relevant legislation, guidelines, policies and procedures. 1.11 Ensure that all statutory requirements are met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.
2. Teamwork & Communication	2.1 Demonstrate ability to work positively and communicate effectively in a team environment as well as independently to achieve service delivery excellence. 2.2 Maintain and initiate regular and professional communication with work colleagues and management. 2.3 Attend staff meetings and contribute knowledge relevant to discussion. 2.4 Ensure all activities are captured in Salesforce and share network meeting highlights at the operations team meetings. 2.5 Develop and maintain cooperative and harmonious relationships with both internal and external stakeholders and work in collaboration with others to prevent and/or resolve difficulties. 2.6 Actively contribute to requests for case studies and accreditation requirements. 2.7 Attend OPAN Community of Practice and National Advocacy meetings.
3. Continuous Quality Improvement	3.1 Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients. 3.2 Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community. 3.3 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.
4. Administration & Documentation	4.1 High-level knowledge/usage of Microsoft Office and database programs to perform the duties. 4.2 Plan and manage time effectively to complete tasks and meet deadlines. 4.3 Record communications with clients and external services in Salesforce. 4.4 Collect and record data for systemic issues and project work. 4.5 Provide regular reports as directed by Executive and Team Leader.
5. Personal & Professional Development	5.1 Attend scheduled employee feedback sessions with Team Leader. 5.2 Escalate concerns impacting performance to Operations Manager Executive. 5.3 Attend quarterly meetings with Operations Manager Executive and Team Leader to discuss activities and identify opportunities. 5.4 Continue to develop professionally and personally to meet the changing needs of the position and the organisation. 5.5 Participate in the organisation's performance management process. 5.6 Attend training as identified through the performance management process, or as identified by management. 5.7 Maintain knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation. 5.8 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.
6. Know and apply ARAS policies and procedures	6.1 Demonstrated alignment to the ARAS mission, values, and strategic plan. 6.2 Model and foster behaviors aligned with the ARAS Code of Conduct. 6.3 Management of risk to ensure compliance with WHS at the highest standards.
7. Work Health & Safety	ARAS strives to provide a safe work and healthy work environment for all employees, contractors and visitors. We aim to eliminate any hazards that could constitute personal injury or illness, and we do all that is reasonably practicable to ensure safe work practices are adopted and adhered to. Each employee is required to take responsibility to protect their own health and safety at work and also the health and safety of others in the workplace.

TASKS

Develop a state-wide communications strategy with the aim to create mutually beneficial alliances with organisations and networks that support our strategic goals.
Build relationships with organisations and networks that have connections to older people across South Australia. These organisations may include membership organisations, volunteers or not-for-profit.
Deliver ARAS [NACAP] resources or collateral to older people via the networks.
Work with the Team Leader to contribute to, or where appropriate, deliver presentations or events, such as webinars or 'virtual Town Halls' aimed at increasing awareness and understanding of NACAP and key issues for older people.
Contribute ideas for content for OPAN's digital content (e.g. social media) as appropriate

PERSON SPECIFICATION

Qualifications

- A minimum degree in a community development, marketing or communications discipline, human services, community services or equivalent,
- Relevant extensive experience, education and/or training in community development and/or engagement.
- Membership of relevant professional associations.

Knowledge and experience

- A minimum of 2 years' experience in working with older people, people with a disability, disadvantaged, vulnerable groups and operating within a social justice framework.
- A sound knowledge and experience in community engagement marketing strategies, with a focus on aged and special need groups.
- Have an established network amongst community network groups, service groups, and volunteer groups.
- Excellent written, verbal communication and presentation skills.
- High-level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Specific employment requirements

- Satisfactory National Police Clearance required.
- Working with Vulnerable Persons Check
- Vaccinations including annual influenza vaccination, and full COVID-19 vaccination.
- Work outside of normal office hours will be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel is required within South Australia and maybe required interstate.

MONITORING, EVALUATION AND REVIEW

Status:	Approved	Control:	Human Resources
Approved by:	Chief Executive	Version:	2.0
Effective Date:	August 2026	Review Date:	August 2028

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position, not listed in this statement, that fall within my competency and skill set. I have received a copy of this Position Description.

Employee

Name: _____

Signed: _____

Date ____/____/____

Corporate Services Manager Executive

Name: _____

Signed: _____

Date ____/____/____