

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture

Position Title:	Aboriginal Community Engagement Officer (identified position)
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 4
Location:	Seaton/Metro
Line Manager:	Executive Manager Marketing and Community Engagement
Program / Team:	Marketing and Community Engagement

Position Overview

The Aboriginal Community Engagement Officer helps more Aboriginal Carers learn about and access the support offered by Carers SA. This role builds strong relationships with Aboriginal communities, groups, and organisations to raise awareness about the important role of Carers and the supports available. It includes visiting communities, running information sessions, and attending events to connect with Aboriginal Carers and organisations.

The role also helps Carers SA make sure its services and messages are respectful and inclusive of Aboriginal culture and ways of working. This role supports the First Nations Carer Panel, which shares ideas on how Carers SA can improve its services for Aboriginal people and how we engage the community. Working closely with other Aboriginal staff and other Carers SA team members, this role also supports the organisation's Reconciliation Action Plan and supports ongoing learning and change, to better meet the needs of Aboriginal Carers.

Key Relationships / Interactions

The Aboriginal Community Engagement Officer has strong working relationships with the Executive Manager Marketing and Community Engagement, Marketing and Community Engagement Team, Program Managers, Aboriginal Carer Coach and Aboriginal Services Coordinator.

This position also requires positive working relationships with Carers, Aboriginal led organisations, communities and other key stakeholders.

Participate in the Reconciliation Working Group to provide support and guide First Nation initiative and community engagement projects

Statement of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carers SA has a zero tolerance of harm or risk of harm against children and young people. Carers SA is committed to the National Principles for Child Safe Organisations.



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Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, child and young people, the cultural safety of child and young people from culturally and/or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children, and young people with a disability.

Key Responsibilities

Community Engagement

- Build strong and respectful relationships between Carers SA and Aboriginal communities and organisations.
- Create ways of working that are based on trust, listening, and understanding.
- Work closely with Aboriginal led organisations to support more Aboriginal Carers know about and access support from Carers SA.
- Talk with community groups, attend events, and run information sessions and presentations to share information about Carers and the supports available.
- Be part of relevant local community events, forums, and cultural celebrations that connect with Aboriginal Carers, community and service providers.
- Contribute to Carers SA communications, promotions and projects to ensure that they are culturally inclusive and communicate effectively with First Nations people.

Community and Stakeholder Partnership

- Work in collaboration with Aboriginal led organisations and community to foster authentic relationships.
- Identify and build new connections and partnerships with Aboriginal led organisation leading to enhanced awareness of Carers and increased referrals into services and supports.

Carer Engagement

- Support the ongoing coordination and facilitation of the existing Carers SA First Nations Panel.
- Create systems and processes to best support the Panel, ensuring effective and inclusive engagement practices and communication occurs with Carers involved.
- Continuously review and monitor the success of the Panel and ongoing continuous improvements.

Teamwork

- Work and actively contribute as part of a virtual team with other members of the Aboriginal Community Team.
- Work with Line Manager and peers to resolve issues on a regular basis as they arise.
- Identify and actively contribute ideas about enhanced engagement strategies and service provision for First Nations Carers. This includes active participation and attendance at the Carers SA Reconciliation Action Plan Working Group and contribution to its goals and deliverables.



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Report Writing and Documentation

- Provide regular, timely, and accurate updates and reports as required about First Nations community engagement in alignment with agreed outcomes within designated timeframes.
- Complete in a timely manner, community engagement deliverables on the Client Record Management (CRM) system after completion of activity.

Time Management

- Utilise effective time management skills to achieve key outcomes related to the role as determined by Carers SA.
- Complete regular reporting as required within timeframes allocated.

Professional Development

- Take personal responsibility for maintaining emotional wellbeing and resilience in the workplace
- Be mindful of and uphold professional boundaries in all interactions
- Seek support proactively when needed to sustain personal and professional effectiveness

Policies and Procedures

- Carry out your position and responsibilities in line with Carers SA values, Code of Conduct, policies, procedures and processes.

Children & Young People

- Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements
- Show a commitment to National Child Safety Principles and Carers SA Code of Conduct.

Work, Health & Safety

- Take reasonable care for the health and safety of yourself and others.
- Adopt work practices that support Carers SA's WHS management system and approach.

Performance Review & Development Plan Process

- Actively participate in the annual performance review and development plan process.

Additional Position Requirements

- Pursuant to Section 65 of the *Equal Opportunity Act 1984* (SA), Aboriginality is a genuine occupational qualification for this position and only Aboriginal and/or Torres Strait Islander people are eligible to apply.
- Must be of Aboriginal and/or Torres Strait Islander descent and identify as such.
- A commitment to cultural competency and the delivery of inclusive services is essential.
- Some intra state and local travel may be required to attend staff training, sector updates and to promote Carers SA at key events.
- A current driver's licence is essential; proof of licence must be provided



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- Demonstrated ability to ensure engagement practices are inclusive and relevant to diverse groups, including First Nations, Culturally and Linguistically Diverse (CALD), and LGBTQIA+ communities
- Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

Position Criteria – Competencies and Relevant Experience

- Proven high level interpersonal, verbal and written communication skills and ability to build productive working relationships with First Nations People and stakeholders in an informative and culturally appropriate manner.
- Strongly developed contacts with Aboriginal and Torres Strait Islander communities or the ability to develop these.
- Understanding of the barriers to engagement and access to services amongst First Nations Carers and communities.
- Knowledge, working experience and understanding of Aboriginal led organisations and key stakeholders.
- Demonstrated experience and commitment to culturally appropriate practices and community engagement skills that allow authentic connection with First Nations Carers, communities and stakeholders.
- Experience working autonomously and as part of a multidisciplinary team.
- Demonstrated ability to build rapport and adapt communication and engagement according to the audience.
- Experience and confidence in public speaking.
- Experience in preparation of timely reporting and delivery of key agreed outcomes.
- Proven experience in utilising strength based and empowerment practices.
- Well-developed written and verbal communication skills.
- Proficiency in information, communication and technology practices including Client Record Management Systems (CRM).
- Punctuality, reliability and demonstrated commitment to the job.

Desirable:

- Prior experience working with Carers
- Knowledge and understanding of challenges facing First Nations Carers
- Lived experience as a Carer.



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Education / Certifications

- Recognised qualifications in one of the Social Services, Community Services or equivalent and/or significant relevant experience in the Community Services sector
- Current DHS Working with Children check.
- National Police Check.
- Current mandatory child protection training will be required.

