



POSITION DESCRIPTION – Multicultural Community Engagement Officer	
Part 1 – Expectations for Your Role	
Position	Multicultural Community Engagement Officer
Service / Program	Enliven
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Grade 3
Reports to	Director - Enliven
Effective Date	November 2025

Key Deliverables

- Coordinate outreach community engagement initiatives. This includes organising events or presenting at existing community events, and other ways to let multicultural communities know about projects or services.
- Engage and facilitate consultation with community members on specified projects. This means getting information from multicultural communities. You can do this by running focus groups, individual or group meetings, social media groups, or helping community members with surveys. You would also need to encourage community members to attend or contribute to these.
- Work closely with the project lead to develop and deliver engagement plans for their community. An engagement plan is a plan that explains how you will engage with your community, what you will do, by when and what you will need.
- Work with multicultural communities to co-design resources such as brochures, videos and other material as required.
- Work alongside community to disseminate information and resources as appropriate to fulfill contractual requirements or projects and initiatives.
- Support community members to access services or training, if required by the project.
- Support Enliven and Each’s commitment to cultural responsiveness through demonstration of intercultural capability and how the project may need to adapt to engage better with multicultural communities.
- Be involved in planning activities.
- Participate in project training and induction activities, as well as attending regular project supervision.
- Assist with evaluating the project.

Skills

- Demonstrated ability to successfully deliver project tasks by applying relevant skills, knowledge, and experience.
- Strong cultural awareness and sensitivity, with the ability to navigate diverse cultural contexts and understand the impact of culture on social and health outcomes.



- Effective presentation skills, with the capacity to communicate information clearly and engagingly to varied audiences.
- Proven facilitation skills, including the ability to work collaboratively with community groups to gather insights and information essential to project outcomes.
- Strong commitment to empowering community voices and fostering inclusive participation in decision-making.

Qualifications / Knowledge Licenses

- Qualification in community development, community engagement or related field.
- You are highly experienced with at least two years of multicultural community engagement experience.
- Current state-based driver's license.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations.



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.