

**POSITION DESCRIPTION – Community Engagement Officer****Part 1 – Expectations for Your Role**

Position	Community Engagement Officer
Service / Program	Financial & Gambling Support Services
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Program Stream Manager
Effective Date	Jan 2026

Key Deliverables

- Raise awareness of the risks and harms associated with gambling.
- Promote gamblers help services as a way of increasing awareness of help services and increase help seeking
- Deliver gambling harm prevention activities within the community and with professionals to build and increase confidence to prevent or address gambling harm
- Work in partnership and collaboratively with community and health organisations within the catchment
- Undertake a needs analysis to facilitate program planning with a focus on at risk populations, considering how activities will be delivered and evaluated.
- Develop an Annual Community Engagement Plan - plan, organise and deliver the events and activities to raise awareness of gambling harm and promote the Gamblers Help Service.
- Promote and deliver the Department of Health's "Be Ahead of the Game School Education Program" (BAOTG) to schools across the catchment.
- Participate in the Department of Health's project based working groups to support the ongoing development and implementation of any new programs, initiatives and resources.
- Attend state-wide Community Engagement Network (CEN) meetings, COPs and relevant local network and stakeholder meetings.
- Timely and accurate data entry into client management systems.
- Support Program Manager/Team Lead to coordinate the implementation of the CE Plan across the catchment and to prepare documentation and reports as required.
- Contribute to planning, reporting and evaluation documents relating to Community Engagement in accordance with the funding and contractual agreements.
- Participate in regular supervision and program/team activities
- After hours as required

Experience and Knowledge

- Understanding of the Social Determinants of Health, the Social Model of Health as they apply to gambling harm within the Australian community.
- Previous experience in the not-for-profit sector or an appreciation and understanding of community organisations and their operation.



- Demonstrated knowledge of Health Promotion including harm minimisation and the Public Health approaches to the issue of gambling harm. An understanding of addiction and the stages of change.
- Experience in planning, delivering and evaluation of activities and events.
- Experience and ability to support staff to undertake community engagement tasks.
- Understanding of the gambling industry and the operations of venues and gaming products desirable.
- Ability to provide effective and timely reporting on programs and projects.
- Training and facilitation experience.
- Understand how Gaming and Gambling overlap and the issues associated with gaming and gambling in youth -desirable.

Skills

- Demonstrated ability to engage with the community at all levels to increase awareness of risks and harms associated with gambling.
- Strong understanding of Health Promotion principals and ability to apply these to promote the Gambler's Help Services
- Ability to deliver the BAOTG schools education program in schools and/or youth-based organisations across the catchment.
- Ability to evaluate and record community education activities, contribute to reports, evaluate and record data in client management systems.
- Demonstrated ability to develop quality relationships with a range of key stakeholders including Local Council teams, community organisations, vulnerable groups and professionals.

Qualification/Registrations/Licences

- Health Promotion / Public Health or community development or other relatable qualification
- Drivers license.

Physical Requirements

- **Office Environment:** able to sit at a computer for 6 – 8 hours per day
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops, resources, banners- to events/activities)
- **Travel:** Ability to travel between EACH locations and to other events in the catchment and/or as required by the role
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.