

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

Position	Community Engagement Officer
Service / Program	headspace Narre Warren & Pakenham
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Community Engagement Coordinator
Effective Date	September 2026

Key Deliverables**Community Engagement**

- Assist with planning and delivery of community engagement activities (inclusive of group work) that are linked to headspace core key pillars (Mental Health, Physical & Sexual Health, AOD and Work & Study). These community engagement activities may focus on youth participation, help seeking, mental health literacy or health promotion.
- Collaborate with other members of community engagement team, wider headspace staff and/or external stakeholders to facilitate community engagement activities.
- Build positive relationships with schools, community groups and local services.
- Represent headspace Narre Warren and Pakenham at community events, meetings and networking opportunities.
- Work across multiple locations, such as headspace Narre Warren and Pakenham centres and in the Casey Cardinia community.
- Develop and distribute promotional resources and communications that align with headspace branding.
- Assist in maintaining websites and use social media to boost youth engagement and promote services.
- Help collect feedback and participation data to support reporting and continuous improvement.
- Identify opportunities to engage priority groups who may benefit from headspace services.

Youth and Family Participation

- Support our Youth Advocacy Committee and consider other opportunities for young people to have a voice in the service.
- Encourage meaningful participation from young people and families in activities, events and projects.
- Work with the wider team to ensure young people's and families & friends feedback is considered in service planning and delivery.

General

- Maintain accurate records, data and reporting requirements.
- Work effectively both independently and as part of a team.
- Demonstrate good organisation and time management skills.
- Follow organisational policies, procedures and branding guidelines.
- Work flexible hours, including after hours and weekend work as required.
- Ability to participate in reflective practice when required through headspace team meetings, decision making, processes, service evaluation & planning, supervision, and staff development activities.
- Undertake other duties as directed by leadership within scope of practice based on service need.



Qualifications and Licences

- Minimum diploma-level qualification in youth work, mental health, health promotion, education, community engagement or a related field.
- Current driver's licence.

Experience and Knowledge

- Experience working with young people in a community or health setting.
- Experience planning and facilitating groups, workshops, programs or community events.
- Experience delivering mental health, wellbeing or evidence informed workshops (desirable).
- Confidence in public speaking and presenting to a range of audiences.
- Ability to engage, build rapport and communicate effectively with young people, families and community members.
- Strong organisation and time management skills.
- Ability to work collaboratively with colleagues and community partners.
- Experience using social media to promote events, share information and engage with young people.
- Good computer skills, including Microsoft Office.
- Understanding of youth mental health and the early intervention/prevention space.
- Commitment to working respectfully and inclusively with young people from diverse backgrounds, including Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse communities, and LGBTQIA+ young people.

Highly regarded skills:

- Experience in group facilitation or group work.
- Experience delivering presentations or workshops in schools or community settings.
- Experience utilising Canva or other design programs

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 for activities and events.

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

An Each employee is responsible for:

- 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.

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.