



POSITION DESCRIPTION

Position Title: Mareeba Connected Beginnings (MCB) Engagement Officer
Classification Level:
Date Effective: July 2021

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation is an Aboriginal Community Controlled Health Service providing comprehensive primary health care and family support services that respond holistically to the physical, cultural, and social/emotional wellbeing needs of Aboriginal and Torres Strait Islander communities on the Atherton Tablelands in far north Queensland. Generally Mulungu staff work in either the Health Services Team or the Family Services Team, in offices located in Mareeba, Atherton and Kuranda, and report to Team Leaders as directed.

The objective of the Mareeba Connected Beginnings (MCB) Project is to implement the Collective Impact model of systemic change to improve Aboriginal and Torres Strait Islander children's physical, social, emotional and cognitive readiness for school. To facilitate this the MCB Project Team is based in a stand-alone office outside of Mulungu's general operational environment, reporting directly to the CEO, particularly to reinforce the perception that the Team operates independently, without judgement or bias.

See brief description of the MCB Project and its background, and the Collective Impact theoretical framework in which the MCB Project is embedded, attached with this position description.

2. Purpose of the Position

Work in the MCB Project Team, under the direction of the MCB Project Manager and the MCB Project Officer, to implement the Collective Impact model for systemic change in relation to Mareeba Aboriginal and Torres Strait Islander children, from conception to age 5, as follows:

- Be the MCB Project Team's first point of contact with parents/families/caregivers of these children, as well as young leaders and Elders.
- Build trust in the Mareeba Aboriginal and Torres Strait Islander community by listening carefully to establish and regularly update the community's shared vision for their children.

- Present and display these community stories in the MCB Community Hub, inviting community in to the Hub to comment and update as required.

3. Scope of the Position

Stakeholder engagement

- Connect the MCB Project Team with members of the Mareeba Aboriginal and Torres Strait Islander community.
- Continually engage with the Mareeba Aboriginal and Torres Strait Islander community – both in community settings and in the MCB Community Hub – with focus on listening carefully to people’s stories.
- Work with the MCB Team to design and deliver Mareeba Connected Beginnings Community Celebration Days to promote the MCB Project and its findings in community settings.

Multimedia displays in the MCB Community Hub:

- Work in the MCB Project Team to create and maintain multimedia displays of the information gathered by survey and consultation, under the supervision of the MCB Project Officer.

Reflective practice:

- Participate in the Connected Beginnings Community of Practice and other reflective practice sessions under the supervision of the MCB Project Officer – thinking about what we’ve been doing and how that is working.

Administration:

- Reception and other administrative duties at the MCB Community Hub, as directed by the MCB Project Manager.

4. Primary Duties and Responsibilities

Project Tasks

- Guide the MCB Project Team in relation to cultural protocols and effective communication with Mareeba Aboriginal and Torres Strait Islander people.
- Identify parents/families/caregivers of children (from conception to age 5), as well as Elders, young leaders and other interested community members, introduce them to the Mareeba Connected Beginnings Project, and connect them with the MCB Community Hub.
- Where appropriate connect parents/families/caregivers with a range of local services – maternal and child health, family support and early childhood education programs.
- Under the direction of the MCB Project Officer, assist in the process of talking with (interviewing/surveying) these community members to establish their stories about what’s happening for their children now, and what they would like to see happening for their children in future.

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- Under the direction of the MCB Project Officer, assist in the process of building trust in the community by listening carefully to what people say, constantly checking back with them to make sure people feel they have been heard correctly, and accurately reporting stakeholders' stories in multimedia displays in the MCB Community Hub.
- Work with the MCB Project Team to establish the Mareeba Connected Beginnings Community Hub as a place of interest and welcome for the Mareeba Aboriginal and Torres Strait Islander families/community as well as service providers.
- Participate in the Connected Beginnings community of practice and Collective Impact and workforce training, as directed by the MCB Project Manager.
- Design and implement four Mareeba Connected Beginnings Family Celebration Days per year, in collaboration with the two MCB Reference Groups, to bring service providers together with community and families and to inform the community about outcomes of the MCB Project.

Reporting

- Work with the Project Officer to produce monthly reports to the MCB Project Manager, documenting activities, achievements and challenges faced by the MCB Project Team.

Quality Improvement

- Facilitate/implement, monitor and evaluate continuous quality improvement processes and reviews in accordance with Mulungu's Quality System policies and procedures.
- Develop and maintain professional conduct in the workplace, adhering to Mulungu policies and procedures, including but not limited to Workplace Health & Safety and Anti-Discrimination as applied in the work environment.
- Participate in ongoing professional and performance development processes via performance appraisals.

PART B: PERSON SPECIFICATIONS

1. Skills, Knowledge and Ability

- Sound knowledge of the Mareeba Aboriginal and Torres Strait Islander community.
- Ability to communicate effectively and appropriately, in a non-judgemental manner (this is most important), with vulnerable Aboriginal and Torres Strait Islander people.
- Willingness to constantly practise high level listening skills: ability to accurately paraphrase what someone has said, without judgement, and reflect it back to them for confirmation – and to continue doing so until the speaker agrees that they have been heard correctly.
- Knowledge and understanding of the central importance of maintaining confidentiality in the process of building trust in the community.
- Ability to network and develop strong relationships with a wide range of stakeholders, including service providers to children from conception to age 5.
- Ability in and/or willingness to learn multimedia skills required to record and display the Mareeba Connected Beginnings Community's stories in the MCB Community Hub.
- Willingness to learn about the Collective Impact model for systemic change, and participate in the Connected Beginnings community of practice.
- Ability to identify emerging challenges and work with the Team to resolve issues.

2. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must have or be able to obtain a Queensland Working with Children Blue Card.
- Must be willing to undergo an Australian Federal Police check.

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The preceding information is currently and an accurate statement of the requirements and employment of this position.

Signature: _____ Date ____/____/____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date ____/____/____