

POSITION DESCRIPTION

Position Title: Mareeba Connected Beginnings (MCB) Development Officer (Early Childhood)
Award: Aboriginal Community Controlled Health Services Award 2020
Classification Level: Administrative Employee – Grade 7
Date of Approval: April 2024

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) aims to improve outcomes for Aboriginal and Torres Strait Islander people leading to life changing primary health care. Our service is an Aboriginal Community Controlled Organisation working to improve health outcomes and wellbeing for the Indigenous community.

Mulungu has three tiers Health Services, Social Services and Corporate Services which deliver appropriate services under the one banner but work in cohesion to deliver outcomes for our community in which we serve.

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.

2. Purpose of the Position

To support the implementation of the Connected Beginnings initiative. This includes, implementing, and tracking the effectiveness of community change activities and developing strategies to use the community's voice to inform decision making.

The position will support the backbone in the delivery of Connected Beginnings projects and activities. Will contribute to the strategy, measurement and evaluation and facilitation of meetings, workshops and other capacity building activities to support social change.

Work in the MCB Team, under the direction of the MCB Project Manager, 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:

- 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, acknowledging the dynamic nature of community and community views in the understanding that community stories will change day to day and over time.
- Publicly display, in the Mareeba Connected Beginnings Community Hub, in multimedia story formats, e.g., video and audio recordings, slideshow presentations, paper presentations fixed to walls, the Mareeba community's shared vision, continually inviting community members

and service providers to visit, view and discuss, where possible recording these views and discussions as they contribute to updating of the shared vision.

- Work with service providers to parents/families/caregivers of Mareeba Aboriginal and Torres Strait Islander children from conception to 5 years of age to map current service provision and interagency communication and referral processes, also publicly displayed in the MCB Community Hub.
- Assist the MCB Project Manager to establish, support and facilitate the operation of a MCB Community Reference Group that includes local Aboriginal and Torres Strait Islander Elders and young leaders, and is focused on maintaining awareness of community aspirations for their children and monitoring family and service provider efforts to assist with achieving these aspirations.
- Assist the MCB Project Manager to establish, support and facilitate the operation of a MCB Service Provider Reference Group to focus on cross-sector information sharing, collaborative service provision and the development of a local model for integrated service delivery, including agreement about how success will be measured and reported.
- Support the work of the two MCB Reference Groups to develop and implement agreed Activity Plans to achieve MCB Project objectives, with the first MCB Activity Plan due within 3 to 6 months of commencement.

3. Scope of the Position

The position of MCB Community Development Officer has no delegated authority.

The MCB Community Development Officer is accountable to:

- The Executive Officer, the Board of Directors, and the wider community for practice according to the philosophy, policies, and goals of the centre.
- The MCB Project Manager for a high standard of work practice.
- The MCB team for effective communication and work relationships including shared work responsibilities.

Stakeholder engagement and leadership/mentoring:

- If required, mentor and supervise two MCB Engagement Officers in their work of connecting the MCB 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.
- Continually engage with specific MCB Project stakeholders and support the operation of two MCB Reference Groups.
- Design and deliver Mareeba Connected Beginnings Community Celebration Days.

Research:

- Develop and implement valid and reliable community and service provider surveys, with the MCB Project Manager.
- Conduct research as directed by the MCB Project Manager and/or the two MCB Reference Groups – eg, research different models of integrated service provision and how they work for other communities.

Multimedia displays in the MCB Community Hub:

- Work with the MCB Team to create and maintain multimedia displays of the information gathered by survey and consultation.

Professional development & reflective practice:

- Participate in the Connected Beginnings Community of Practice.
- Participate in regular professional development and reflective practice activities.

4. Organisational Structure and Reporting Relationships

The position of the MCB Community Development Officer reports to the MCB Project Manager. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

5. Primary Duties and Responsibilities

Project Tasks

1. Work with community members, families and delivery agencies to meet the needs of children at risk of developmental vulnerability in Mareeba by promoting a whole of community collaborative approach which is underpinned by the principles of collective impact and uses a culturally safe and inclusive approach.
 2. Support the community to identify and implement collaborative strategies, actions and projects that are expected to have the biggest possible community impact for children.
 3. Develop an understanding, measurement and evaluation framework to demonstrate outcomes.
 4. Work with stakeholders to support culturally appropriate practice in the delivery of integrated projects across health, education and family services.
- Under the direction of the MCB Project Manager, work with the MCB Project Team to design and deliver community and service provider surveys to establish the baseline and reflect post intervention change over time:
 - What are the current relationships between service providers, and between service providers and the community?
 - What are current gaps in those relationships and in overall service provision?
 - What are the current barriers within the service system?
 - What does a service system that is working well look like?
 - Build trust in the community by listening carefully to what stakeholders say, constantly checking back with them to make sure stakeholders feel they have been heard correctly, and accurately reporting stakeholders' stories, in multimedia formats, in the MCB Community Hub.
 - Ensure rigorous adherence to confidentiality and anonymity requirements – design, develop and document consent procedures.
 - 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.
 - Maintain liaison/engagement with nominated workers in maternal health, early childhood, education, and family support services working with Mareeba Aboriginal and Torres Strait Islander families to support their children from conception to age 5.

- Provide support for the two MCB Reference Groups as directed by the MCB Project Manager, including ensuring appropriate data collection and sharing methodologies, evaluative analyses of selected resources and current market data, and presentation of findings in easily accessible formats.
- Participate in the Connected Beginnings community of practice and Collective Impact and workforce training in how to approach integrated service delivery and how to collaborate effectively.
- 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.

Reporting

- Produce monthly reports to the MCB Project Manager documenting activities, achievements and challenges faced by the MCB Project Team.
- Produce reports of research findings as directed by the MCB Project Manager.

Leadership

- Model the skills required to implement the Collective Impact model for systemic change and lead the MCB Team to develop these skills – particularly in relation to listening without judgement, accurately paraphrasing what the speaker has said and reflecting it back to them for confirmation – and continuing to do so until the speaker agrees that they have been heard correctly.
- Under direction from the MCB Project Manager, mentor and supervise, as required, the work of two MCB Engagement Officers tasked with connecting the MCB Team with the Mareeba Aboriginal and Torres Strait Islander community, particularly families / households with children from conception to age 5, Elders and young leaders.
- If required, mentor and supervise two MCB Engagement Officers in their work of connecting the MCB Team with members of the Mareeba Aboriginal and Torres Strait Islander community.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Evaluate own practice by participating in performance development processes.
- Comply with relevant plans, programs, targets and KPI's.

Quality Improvement

- Facilitate/implement, monitor and evaluate continuous quality improvement processes and reviews in accordance with Mulungu's Quality System policies and procedures.
- Maintain and monitor professional conduct in the workplace, adhering to Mulungu policies and procedures, including but not limited to Human Resources Management, Workplace Health & Safety and Anti-Discrimination as applied in the work environment.
- Practice regular review and reflection to ensure the MCB Project remains consistent with the Collective Impact framework of operation.
- Participate in ongoing professional and performance development processes via performance appraisals.

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Degree or certificate in Social Science, Community Development, or relevant field.

2. Skills, Knowledge, and Ability

- Experience working within a cross-cultural environment.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures.
- Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Knowledge and understanding of Quality Improvement processes.
- Knowledge and skills in contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity, and Anti-Discrimination.
- Demonstrated ability to gain the confidence of Mareeba Aboriginal and Torres Strait Islander community members so that they feel sufficiently safe and empowered to speak their truth – requiring high level understanding of the importance of confidentiality and guarantee of anonymity.
- Demonstrated multimedia skill to create video, audio, and other presentations for display in the MCB Community Hub.
- Strong professional written and verbal communication skills.
- Demonstrated ability to design and develop valid and reliable community surveys and surveying tools, and to ensure data are rendered anonymous.
- 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.
- High level communication skills, particularly ability to help people to see the big picture and its complexity (e.g., the overall system of support for children from conception to age 5) as well as the details of who does what, when, for whom.

3. Standards of Practice

- Maintain professional standards of practice in the delivery of services.
- Practice within an evidence-based framework.
- Participate in ongoing professional development of self and others.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must be able to obtain a Working with Children Blue Card.
- Must comply with a Federal Police Check.

PART C: SELECTION CRITERIA

- SC 1** Demonstrated knowledge and understanding of the Collective Impact model of systemic change.
- SC 2** Demonstrated knowledge and understanding of Asset Based Community Development theory and practice – seeking to build on community relationships, strengths, and assets rather than focusing solely on deficits and problems.
- SC 3** Demonstrated knowledge and understanding of Australian Early Development Census data, particularly as a tool for measuring pre and post intervention performance.
- SC 4** Demonstrated interpersonal and communication skills and ability to communicate effectively with Aboriginal and Torres Strait Islander people.
- SC 5** Demonstrated knowledge of contemporary human resource management practices and Workplace Health and Safety.

PART D: KEY PERFORMANCE INDICATORS

- KPI 1** Accurate data collection and measurement to align with contractual agreements.
- KPI 2** Minimum 2 x community and stakeholder surveys half yearly.
- KPI 3** Annual Theory of Change review that addresses systemic changes within Mareeba.
- KPI 4** 100% Compliance with all Mulungu Policies and Procedures.
- KPI 5** 100% Compliance and performance against Action Plan.
- KPI 6** Maintain Certification against ISO 9001.
- KPI 7** 90% attendance rate.

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employee Signature _____ Date _____
Samanthia Dooley

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 _____
(Employee name)