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| **Position title** | | | | | | | **Community Engagement Coordinator (Blue Voices)** | | |
| **Team/Group** | | | | | | | Community & Partnerships / Community | | |
| **Work level** | | | | | | | 2 | | |
| **Position reporting to** | | | | | | | Community Engagement Lead | | |
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| **Vision, mission and values** | |  | | | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | | | |
| **Position purpose** | |  | | | The **Community Engagement Coordinator** **(Blue Voices)** provides coordination and administrative support across Beyond Blue’s Community Engagement team with a primary focus on Blue Voices.  This role reports directly to the **Blue Voices Manager**,and the Community Engagement team encompasses Blue Voices, Speakers & Ambassadors, Events & Volunteers. | | | | |
| **Role dimensions** |  | | | **Direct Reports** | | | | | Nil | |
| **Overall team** | | | | | Community Group  Community & Partnerships Unit  Community Engagment Team encompassing Blue Voices, Speakers & Ambassadors, Events & Volunteers | |
| **Financial Delegation** | | | | | Refer to delegations | |
| **Key accountabilities** |  | | | **Blue Voices**   * Engage directly with Blue Voices members, including responding to enquiries. This requires sensitivity and empathy and from time to time, escalating issues to the support service. * Collaborate with internal and external stakeholders to ensure opportunties shared with Blue Voices members are safe, respectful and suitable. * Write copy and coordinate the distribution of communications and other information relevant for Blue Voices engagement and recruitment. * Use our CRM (Salesforce) and other data management systems to collate and record Blue Voices members information and engagement to ensure data integrity. * Where appropriate, monitor and review member responses to surveys and questionnaires which can include detailed accounts of mental health related experience. * Work closely with the Blue Voices Manager to represent the views and experiences of Blue Voices members within Beyond Blue. * Extract and process relevant data, and produce associated reports, to measure program outcomes and activity progress.   **Community Engagement**   * Assist the Head of Community and Partnerships and relevant teams to deliver the Community Engagement Strategy 2020-22 * Assist fellow Community Engagement team members in devising evaluation plans for their areas of responsibility * Communicate with Community Engagement Working Group members around strategy deliverables * Contribute to the Community Engagement team planning activities and identify and develop initiatives relating to Blue Voices activities   As part of an agile **Community Engagement** team, this role will at times provide coordination, administration, engagement, planning, bLink (CRM) recording and communications support to other team members who manage **Speakers & Ambassadors, Events & Volunteers** where capacity and project demands are prioritised.  **Administration**  Assist the broader Partnership & Community Unit members with administrative duties, including responding to phone & email queries and general tasks as required | | | | | | |
| **Key behaviours** |  | | | * We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community * We adapt, flex and take an agile approach to plans to meet community need | | | | | | |
| **Qualifications and key selection criteria** |  | | | Knowledge/skills/experience  Essential   * Minimum experience of two years in admin/coordinator experience * Capacity to work collaboratively and flexibly with colleagues * Attention to detail * Strong written and oral communication skills with the ability to adjust to a range of audiences * Availability for some local and interstate travel including weekends to events during peak periods * Understanding and competence in using website content management systems, databases and other online technologies   Desirable   * Qualification in a relevant field such as Business Administration or Community Engagement is desirable * Experience in the health and or/ not for profit sector | | | | | | |
| **Core Capabilities** | | |  | | | *Community voice​* | | Capture community insights, ensure community insights inform our work, test we are having ​ | |
| *Community awareness & system change​* | | Shift to a community centric way of operating, with the community and the need for system change informing how we work​ | |
| *Digital Capability Big Blue Door delivery​* | | Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data. ​ | |
| *Agile Leadership​* | | Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture. ​ | |
| *Sustainable & diverse funding sources and supporting social impact​* | | Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.​ | |
| *Best governance and demonstrating impact* | | Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters. | |
| *Partner strategically for maximum impact​* | | Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful. | |