**Position Description**

Position:              Community Information & Communications Coordinator
Reporting to:      General Manager Impact & Equity
Date:                   January 2024

**Organisational Context**

Whittlesea Community Connections (WCC) is a place based community agency that strives for the empowerment of individuals and groups in the local community who face disadvantage, isolation and obstacles to effective social and economic participation. WCC is committed to developing responsive approaches to meet the challenges posed by Whittlesea's changing and emerging communities. We have a clear role in advocating to services and government through direct services and policy input. Our services and programs are designed to respect and empower and are free, confidential and impartial. WCC is governed by a community based independent Board of Management.
Refer to www.whittleseacommunityconnections.org.au

**Position Rationale**

The Community Information & Communications Coordinator is a new role that will sit within the Social Justice team but will work across the organisation. This role is responsible for understanding and responding to community information needs across different services and priority groups. The coordinator will be responsible for identifying and implementing communication strategies that reach Whittlesea's diverse community to raise awareness and facilitate access to support services. This might include developing social and digital media content and multi-lingual information products.

The Community Information & Communications Coordinator must be proactive and hands on, with the ability to think strategically and drive delivery. The Coordinator will show initiative and take responsibility for coordinating projects, while not losing sight of competing priorities and higher level communications objectives. The Coordinator will also support capacity building initiatives increasing WCC staff, student and volunteer knowledge and skill delivering community information and communications.

**Accountability**

This position will be accountable to the General Manager Impact & Equity through support and supervision and provision of regular reports. This position is subject to a six -month probationary period. The Community Information & Communications Coordinator, is expected to participate in the life of the organisation, promote the objectives of WCC and adhere to articulated values, policies and procedures.

**KEY DUTIES AND RESPONSIBILITIES**

- Work across the organisation to understand community information and communication needs for different community priority groups, learn about existing tools and resources and opportunities to improve equity of access to information.
- Deliver community information in response to community needs, issues and key calendar events. Information provision will support prevention initiatives, community health and safety and raise awareness of locally available support services.
- Tailor existing and or develop new community information tools and resources to meet the needs of Whittlesea's culturally and linguistically diverse communities and identify communication strategies that are accessible to people with diverse identities and backgrounds.
- Establish measures to evaluate the impact of community information and communication activities to ensure continued learning and improvement.
- Work with community to ensure their voice and lived experience contributes to advocacy and fund-raising campaigns, story- telling and WCC's impact measurement.

- Develop effective networks across the Whittlesea region and with key media organisations to expand WCC's profile and influence.
- Build staff, volunteer and student capability, knowledge and best practice in relation to community information, engagement and communications.
- Assist the development of high-quality written materials such as newsletters, reports and annual report and delivery of community engagement and promotional events.

**Key Selection Criteria**

- A relevant tertiary degree or equivalent experience in public relations, communications or similar
- Effective at building relationships with stakeholders and maintaining a strong network with a diverse range of people, community groups, agencies and government departments
- Skilled in developing and managing relationships across a number of teams to deliver information and communications under one brand
- Strong written communication and story- telling skills with the ability to present information clearly and with exceptional attention to detail across written and visual media
- Fluency with communications platforms and tools, including social media content management platforms, Canva, Survey Monkey, Mailchimp, Adobe, video editing software, Google analytics, WordPress, CRMs
- Effective planning, organisational and time-management skills with an ability to manage competing and complex work priorities
- Ability to work with staff, students and volunteers and to work both independently and collaboratively as needed to find solutions to big and small problems
- A demonstrated commitment to the principles of Equity, Access and Social Justice

**Salary and Conditions**

- Conditions will be in accordance with the Social, Community, Home and Disability Services (SCHADS) Industry Award 2010, Level 5, pay point to be determined based on experience
- This position is offered with flexibility in the number of working hours with a minimum of 0.6FTE (22.8 hours per week) to 1FTE (38 hours per week)
- This is a fixed-term contract for 24 months from appointment
- WCC's tax exempt status allows generous additional tax benefits through salary packaging, which can significantly increase the net value of the remuneration
- The successful applicant will be required to enter into an employment contract
- The successful applicant will be need to have a current National Police Check and Working with Child Check
- This position will work from Shop 111 Pacific Epping
- Overtime is not paid but WCC operates a flexible workplace and time-in-lieu is included in the employment agreement
- Induction and Training related to WCC IT systems will be provided