

Position Title: Community Engagement Professional	Entity: Independent Living Assessment Inc (iLA)
Reports to: National Community Engagement Lead	No of Direct Reports: 0
Industrial Instrument / Job Level: Common Law Contract - Tier Professional	Primary Location: East Perth or Interstate
Position Requirements	
Primary Purpose LiveUp is a digital-first, healthy ageing guide funded by the Department of Health and Aged Care. LiveUp is evidence-based, built on a wellness and reablement model, and behaviour change methodology to assist people to stay independent and socially connected as they age. LiveUp comprises the following teams: Product, Content, Marketing and Communications, Growth and Innovation, Navigation, and Community Engagement. The Community Engagement Professional will drive awareness, engagement with, and ongoing use of the LiveUp website and suite of healthy ageing resources through localised community engagement activities across Australia. This will involve developing and managing sustainable professional relationships with stakeholders and community partners; planning and coordinating participation in community events/activities and other opportunities; collaborating with community partners in creative ways that help promote LiveUp and embed this valuable resource in practice; and supporting the ongoing development of content for the LiveUp website and activities directory. While much of this role involves online community engagement and relationship development/management (eg: via Teams), presentations/events/activities will require travel within the Community Engagement Professional's home state. Additionally, some interstate travel (for events/expos/conferences) is also required.	
Key Accountabilities/Responsibilities Functional – Community Engagement • Work collaboratively to implement the community engagement strategy for LiveUp, using health promotion strategies and strong relationship development and management. • Build internal and external working relationships with a broad range of key stakeholders including PHNs, local governments, peak bodies, health professionals and organisations, aged/community care organisations, and mainstream community services. • Incorporate co-design across all stakeholder engagement activities where possible, ensuring user experiences inform LiveUp development and enhancement activities. • Have an in-depth knowledge of LiveUp's suite of solutions, their application and keep abreast of updates and changes to them. • Promote LiveUp and the principles of wellness and reablement to support people to age well. • Represent LiveUp and iLA at conferences, seminars, expos and other forums. • Identify and nurture opportunities for partnerships with key stakeholders. • Work with the team to identify strategies to increase uptake of LiveUp's suite of solutions. • Contribute to projects that further our community engagement work in a targeted/focused way. • Contribute to collaborative working groups, representing LiveUp community engagement. • Maintain up-to-date and accurate records in relation to all engagement activities in the CRM platform and using project/tracking tools.	

- Capture acquired information on service providers, local events and activities to help develop the LiveUp activities directory.
- Contribute to LiveUp e-newsletters and other marketing tools.

Health Safety Wellbeing & Environment

- Comply with all health, safety and hygiene policies, systems, and WHS legislation to maintain an appropriate working environment.
- Ensure all incidents, accidents, injuries, hazards, or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program.
- Contribute to developing and nurturing a culture that supports wellbeing.

People & Culture

- Participate actively and work closely and constructively to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.

Budgeting & Administration

- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures.
- Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations.

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time. .

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Marketing and Communications Team
- Navigation Team
- Colleagues delivering the LiveUp initiative
- General Manager - iLA
- All other teams in the organisation

External

- Government representatives and departments (in particular, local)
- Consultants and advisors, peak bodies
- Health & aged/community service providers and groups
- Small & medium enterprises
- Suppliers and vendors

Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will primarily be in Operational Behaviours.

[Strategic Behaviours](#)

[Leadership Behaviours](#)

[Operational Behaviours](#)

☐ Aligning Performance for Success ☐ Analytical Thinking ☐ Critical Thinking ☐ Building Strategic Working Relationships ☐ Change Management ☐ Innovation & Creativity ☐ Leading through Vision & Values ☐ Strategic Decision Making	☒ Adaptability/ Agile Approach ☒ Building Customer Loyalty ☒ Building Partnerships ☐ Leading the Team – people centric ☐ Coaching/developing others ☐ Delegating Responsibility ☐ Decision Making ☐ Information Monitoring ☐ Influencing /Negotiation ☐ Managing Conflict ☐ Project Management ☒ Digital capability ☐ Business Acumen ☐ Growth mindset ☒ Stakeholder engagement ☐ Stress Tolerance/Resilience	☐ Applied Continuous Learning ☒ Marketing & Comms ☒ Build Trust ☒ Communication ☐ Client Liaison ☒ Demonstrates Initiative ☐ Energy ☒ Formal Presentation ☒ Gaining Commitment ☐ Legislative & Industry Standards ☒ Organisation & Self -Management ☐ Quality & Work Standards (including clinical or/ and technical) ☒ Results Focused ☐ Safety & Environmental Excellence ☒ Teamwork ☐ Tenacity	
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
Work Related Requirements			
Knowledge & Skills (Social, Personal & Technical) & Equipment <i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i> • Demonstrated experience engaging with a broad range of key stakeholders, identifying opportunities for collaboration and influencing their decision-making. • Strong relationship development and management skills. • Strong interpersonal and communication skills including reporting writing, and presentation and group facilitation skills. • Community event planning and coordination skills. • Sound ICT skills including Microsoft office suite and experience using databases/Customer Relationship Management (CRM) systems. • Ability to work autonomously and remotely to achieve goals within agreed timeframes.			
Work Experience <i>The type and extent of previous work experience that is necessary to perform in the position</i> • Role/s in similar position within the health and/or aged care sector, with exposure to most functional areas encompassed by this role • Community and stakeholder engagement experience			
Qualifications, Registrations, Clearances & Certifications			
• NDIS Worker Screening Check • Qualifications in health promotion, community engagement, community relations, social work, communications or a related discipline, or significant relevant industry and positional experience.			
Extent of Authority			



Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Sarah Easton

Date Reviewed/Modified: 22/10/2024

*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

Risk Assessed Role (NDIS Worker Screening Check) Yes Required

Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager