



## Position Description

### Senior Community Engagement Coordinator

**Department:** Community & Capacity

**Reports to:** Manager, Community Engagement

**Location:** Flexible, any location Deaf Connect has an office

#### POSITION PURPOSE:

The Senior Community Engagement Coordinator is responsible for addressing localised community needs and service requirements by delivering community access services (local, regional and virtual), coordinating community outreach initiatives and organising events for local Deaf and hard of hearing communities. This role also focuses on building and maintaining strong relationships with key local stakeholders. The Senior Community Engagement Coordinator will support and collaborate on a variety of organisational initiatives as directed by the Manager- Community Engagement. The Senior Community Engagement Coordinator will also mentor and support team members to ensure excellence in community and stakeholder engagement and service delivery.

#### POSITION – KEY RESULT AREAS

ACCOUNTABILITY			
Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

#### Leadership and Collaboration

- Provide guidance and mentorship to Community Engagement Coordinators, assisting them in achieving their objectives and overcoming challenges.
- Coordinate team efforts across regions to ensure consistent and synergized service delivery and engagement activities.
- Facilitate training, professional development, and knowledge-sharing sessions to enhance team members' skills, effectiveness, and contributions to continuous improvement initiatives.
- Assist with data analysis and the preparation of reports to support decision-making and performance tracking.
- Collaborate with the Manager, Community Engagement, to develop and implement service delivery improvements and community engagement strategies that align with organisational goals and community needs.

#### Community and Stakeholders Engagement

- Facilitate the development of community connections for Deaf and hard –of hearing individuals and their families.
- Promote community awareness of available services and support options.
- Lead local initiatives to foster community spirit and engagement, both internally and externally. This may include organising Auslan Day events, coordinating activities for the

National Week of Deaf People (NWDP), and facilitating workshops tailored to the community's interests and needs.

- Deliver informative and engaging presentations / workshops to schools, local organisations, and community groups about Deaf Connect, its services, programs, initiatives, and the resources available to support deaf and hard –of hearing individuals and communities.
- Participate in formal and informal outreach activities with the Deaf and hard of hearing communities.
- Produce promotional Auslan videos to highlight upcoming events, activities, and other initiatives as required.
- Coordinate State/Territory roundtables to strengthen relationships among stakeholders, foster unity and explore potential opportunities for partnerships and collaborative activities.
- Represent Deaf Connect and participate in various settings, including interagency meetings, roundtables, consultations and events as required.
- Liaise and collaborate with key stakeholders to establish mutual goals and strengthen service linkages.
- Collaborate with local stakeholders to identify and address service gaps in regional areas.

### **Service Delivery**

- Respond to enquiries for information and translations from clients and their formal and informal supports, and external organisations.
- Generate and facilitate referrals to both internal and external agencies.
- Develop client ability to self-advocate when required and improve their independence level.
- Build client capacity through the delivery of life skills development relevant to client's goals.
- Ensure service facilities and other resources as required are available for face-to-face and virtual delivery.
- Deliver regional outreach services at regular intervals based on community needs.
- Provide consultancy services (fee-for-service or pro bono) as directed by the Manager.
- Maintain current knowledge of relevant legislative requirements and NDIS guidelines.
- Participate in ongoing professional development to remain informed about best practices.

### **Administration / General**

- Maintain accurate records, reports, and case notes of engagement activities, ensuring they are audit-ready and completed on time.
- Track, monitor, and report hours against allocated budgets.
- Complete all required reporting, including progress reports and evidence collection, in adherence to company and NDIA standards.
- Manage and resolve billing issues promptly, escalating where necessary.
- Provide administrative support for meetings, including preparing documentation and recording outcomes.

- Adhere to company policies and ensure compliance with all legal and regulatory frameworks.
- Comply with Deaf Connect policies and procedures, ensuring workplace health and safety standards.
- Stay up to date with mandatory training, meetings, and development requirements.
- Complete other administrative duties as directed.

## DECISION MAKING

### Decisions

Time management and work priorities  
 Coordination of local events and activities  
 Project inclusions, timelines, and deliverables

### Recommendations

Continuous improvement for policy & procedures  
 Planning & prioritisation for service + community engagement directions.  
 Key client and stakeholder engagement for consideration of community impact and outcome.  
 Service gaps and needs within region

## PRIMARY RELATIONSHIPS

### Internal

Manager, Community Engagement

### Purpose / Relationship

Line management, direction, support and advice aligned with the department and organisation

Community Engagement Team Members

Collaboration on areas of shared responsibility

### External

Deaf and hard of hearing individuals, their families and communities

### Purpose / Relationship

Collaboration, consultation and support

Key local stakeholders

Collaboration, development and support

### Persons/functions that report to this position

Nil

### Role / Relationship

## KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N] None [L] Little need [D] Desirable  
 [M] Moderate [I] Important [C] Critical

	N	L	D	M	I	C
<b>Leading</b>		*				
<b>Innovating</b>				*		
<b>Planning</b>				*		
<b>Organising</b>					*	
<b>Patience &amp; Friendliness</b>						*



<b>Customer/Client Orientation</b>						*
<b>Financial Acumen</b>				*		
<b>Administration</b>						*
<b>Auslan</b>					*	
<b>Professionalism</b>						*
<b>Acceptance</b>					*	
<b>Problem Solving</b>					*	
<b>Deciding</b>				*		
<b>Implementing</b>					*	
<b>Communicating</b>						*
<b>Flexibility</b>				*		
<b>Consulting</b>					*	
<b>Participating</b>						*

**SELECTION CRITERIA**

**Essential**

- Personal lived experience as a Deaf or hard –of hearing individual, or extensive experience working with Deaf and hard –of hearing communities.
- Fluency in Auslan, strong communication skills, and respect for cultural diversity.
- Ability to work independently with minimal supervision and collaboratively in remote team settings.
- Experience in providing information and referral support, focusing on outcomes through a community-centred approach.
- Proven ability to build and maintain effective relationships with diverse stakeholders.
- Creative problem-solving skills, adaptability, and strong organisational abilities.

**Desirable**

- Relevant qualifications or equivalent experience in Community Services, Human Services, or Disability fields.
- Good knowledge of the National Disability Insurance Scheme (NDIS) and the NDIS Quality & Safeguards Commission.

**Other Requirements**

- Current Driver’s Licence (and willingness to use a private car if required).
- Working With Children Clearance.
- NDIS Worker Screening Card.

**Please sign below your agreement of the above position description**

.....  
 Print Name \_\_\_\_\_

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Signature \_\_\_\_\_ Date \_\_\_\_\_