

Position Description

Job title: Community Engagement Coordinator

Location: Gordon

Reports to: Community Engagement Manager

Position Summary

The Community Engagement Coordinator is responsible for fostering and maintaining strong relationships between Lifeline H2HS and the local community. This role involves planning and delivering outreach activities, events, and programs that promote awareness, participation, and support. The coordinator works closely with volunteers, partners, and staff to ensure inclusive, accessible, and impactful community engagement that aligns with the organisation's mission and values.

The key objectives of this Community Engagement Coordinator are:

- Foster and maintain strong relationships with community partners, stakeholders, and volunteers.
- Coordinate and attend community events, workshops, and outreach activities.
- Collaborate in planning and implementing engagement strategies to raise awareness of the organisation's mission and programs.
- Represent the organisation at community meetings and networking events.
- Contribute to communication efforts such as being included in newsletters, social media posts, and flyers to engage the community.
- Collect feedback and report on community needs, interests, and engagement impact.

Core Competencies

Customer service orientation

Establishes credibility and respect with clients and staff; conveys a positive attitude

Plans and organises work

Establishes courses of action for self and others to ensure that work is completed efficiently; shows punctuality and reliability; sets appropriate priorities and effectively handles competing demands

Demonstrates interpersonal skills

Listens and demonstrates sensitivity in reactions to problems and concerns

Builds positive working relationships

Establishes good interpersonal relationships by working collaboratively and helping people feel valued; shows empathy and respect to others

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a positive and constructive approach

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding.

Technical competencies

- Basic skills in active listening and empathic response
- Basic computer skills

Essential

- An understanding of Lifeline's vision and purpose
- Ability to work autonomously

Qualifications & Experience**Desirable**

- Previous welfare/community work experience