

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: COMMUNITY CONNECTIONS PROJECT WORKER

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Dependent on experience and qualifications
Site:	Primarily co-located at Bendigo Library with BCHS Central being the main support location site
Hours per fortnight:	53.2 (0.7 EFT) – flexible hours
Tenure:	Fixed term to June 2024
Position description developed:	July 2022
Responsible to:	Senior Leader Refugee and Cultural Diversity

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy, and collaboration.
- **Inclusive**
We recognise and promote accessible, safe, and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive, and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride, and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data, and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes, and growth

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The Role of the Team

The project is positioned within the Wellbeing, Inclusion and Independence portfolio which encapsulates a range of programs and services supporting disenfranchised communities across the Bendigo region. The position will be managed by the Senior Leader of the Refugee and Cultural Diversity Team who coordinates and informs a range of community development programs. The Community Connections practitioner will also be connected to other relevant teams within BCHS to assist with the design, development and delivery of the initiative.

The role will also be supported by Bendigo Library Leadership Team being primary co-located within the library building.

Position Role

This Community Connections Project is a contemporary approach to addressing a range of anti-social behaviour issues. It utilises emerging evidence in the development of grassroots, community-based networks and supports. This innovative project is situated where the target cohort already are (Bendigo Library) and will focus on behaviour change opportunities through the building of genuine connections with communities at risk and marginalised.

The project builds on innovative programs in Melbourne and from the United States that have demonstrated successes. Libraries are recognised as safe, welcoming, and free community spaces which are increasingly being accessed by community members with complex needs. However, Library staff are not trained to manage complex needs of these patrons. There are also reports by staff of threatening incidents increasing.

The project is designed to support both staff and the target population, with long-term capacity building for staff who are on the ground, day to day, connecting with all members of the community, and seeking to meet their various needs. The role will design professional development opportunities to upskilling library staff located in the Bendigo City Centre and build capabilities to understand and skilfully address these behaviour presentations. Appropriate support networks will also be developed to further assist and address behaviour presentations.

The worker will co-design the project with all stakeholders aiming to build the disengaged community members confidence in participating in community / civic life, enabling them to feel safer, more supported and heard, thus reducing anti-social behaviour. The project is a collaborative initiative between City of Greater Bendigo, Bendigo Library and Bendigo Community Health.

The library offers opportunities for positive connections with community such as special interest groups and resources, programs and events, IT support and a relaxing, comfortable, and vibrant community space. This project is a contemporary approach to addressing a range of minor crime and community safety issues by building upon existing positive resources and services.

Position Responsibilities

The responsibilities of the position are:

1. Build positive community connections and provide responsive, needs based referrals, education, and support for community members with complex needs.
2. Seek to address the underlying causes of anti-social and minor criminal behaviour of community members with complex needs and issues.
3. Provide assertive outreach work to utilise the city centre Bendigo Library as primary location.
4. Provide training, support and mentoring to library staff to develop capabilities and confidence to respond to complex needs of community groups beyond the funding period.

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5. Provide broader information, education and support to the general community to reduce stigma attached to community members with complex needs and improve CBD street vibrancy and overall experiences and perceptions of safety.
6. Work with all stakeholders to better understand perspectives and needs to tailor the development of resources and project interventions.
7. Partner with key services and groups to ensure appropriate pathways and support are provided, knowledge is shared, and relationships and collaboration are ongoing.
8. Work with partners and community with the aim to ensure the Bendigo Library is a welcoming and safe space.
9. Co-design and deliver project evaluation, including collection and collation of data, with support from an appointed evaluation partner.
10. Other duties as requested.

Key Selection Criteria

Essential

1. Qualifications in social work and/or community development with more than five years' experience within these fields.
2. Demonstrated experience in working with supporting and marginalised community members.
3. A demonstrated understanding of the risk, protective and causative factors of antisocial, criminal, and disengaged behaviors of the project cohort.
4. Demonstrated ability to work in an integrated way with key stakeholders, including service providers, library staff and local city traders to build on previous consultations and data collected to inform the project design.
5. Demonstrated experience facilitating group training and creating professional development opportunities.
6. Applied working knowledge of trauma informed practice.
7. Demonstrated understanding of action research.
8. Demonstrated experience in project coordination, data reporting, report writing whilst employing risk management project principles.
9. Ability to provide vaccination information that meets the requirements for healthcare workers.

Desirable

1. Certificate in Training and Assessment.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

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Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Adhere to and manage project timelines and milestones
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career, and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally, and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies, and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing, and welcoming place for children to grow and develop. We are committed to making sure all children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification, and management.

BCCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary Packaging would be available to the successful applicant.
- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.