

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: COMMUNITY CONNECTIONS PROJECT WORKER

<b>Award:</b>	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification:</b>	Dependent on experience and qualifications
<b>Site:</b>	Primarily co-located at Bendigo Library with BCHS Central being the main support location site
<b>Hours per fortnight:</b>	60.8 (0.8 FTE) – flexible hours
<b>Tenure:</b>	Fixed term to June 2024
<b>Position description developed:</b>	February 2023
<b>Responsible to:</b>	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 as it is 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 building capacity of library staff to appropriately respond to people who present with challenging behaviours, supporting behaviour change opportunities through building genuine connections with communities who are considered at risk and/or 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.

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 and deliver professional development opportunities to upskill library staff located in the Bendigo City Centre and build capabilities to understand and skilfully respond to 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 with the ultimate outcome being to build the disengaged community member's 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 Services.

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.

### **Position Responsibilities**

The responsibilities of the position are:

- Build positive community connections and provide responsive, needs based referrals, education, and support for community members with complex needs.
- Develop and strengthen strategic partnerships with community organisations involved with supporting community members with multiple and complex needs
- Develop frontline workforce (library staff) capability plan and implement initiatives to enhance understanding and respond appropriately and respectfully to community members who have multiple and complex needs
- Provide training, support and mentoring to library staff to develop capabilities
- Provide opportunities for local traders and the general community to learn and increase understanding of this cohort to reduce stigma attached to community members

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- Partner with key agencies and groups to ensure appropriate pathways and support and provided, knowledge is shared, and relationship and collaboration are ongoing.
- Assist in ensuring the Bendigo library is safe and welcoming for all.
- Co-design and deliver project evaluation, including collection and collation of data, with support from Monash University evaluation partner.
- Other duties as requested.

### **Key Selection Criteria**

#### **Essential**

1. Qualifications in social work, community development or relevant discipline.
2. Experience working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses.
3. Experience applying community development processes to engage with communities, build relationships and community capacity.
4. Demonstrated ability to work in an integrated way with a number of key stakeholders.
5. Demonstrated experience facilitating training and creating professional development opportunities.
6. Applied working knowledge of trauma informed practice.
7. Demonstrated experience in project coordination, data reporting, report writing whilst employing risk management project principles.
8. Commitment to the organisational values of Bendigo Community Health Services.
9. Ability to provide vaccination information that meets the requirements for healthcare workers.
10. Have a current driver's license and Working with Children's Check.

#### **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.

#### **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.

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- 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.

### **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 BCHS' policies and procedures including the Code of Conduct.

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- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification, and management.

**BCHS believes that “Quality is everyone’s business, safety is my responsibility.”**

Co-operate with and contribute to BCHS 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.
- BCHS’ Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.