



**Swan Hill**  
District Health



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## **Community Engagement Officer** **0.4 FTE** **(Maternity Leave Position)**

A dynamic and motivated Community Engagement Officer is sought to cover 0.4 EFT Maternity Leave position, within the Quality, Experience & Safety Department and working with the community and across SHDH. This position is responsible for developing, monitoring and reviewing Community Engagement and support the objectives of the Community & Cultural Advisory Committee to having open, accountable and informed relationships with patients, clients, carers, consumer's, community and health in the delivery of safe connected care to achieve the best experience for all.

### **Want more information?**

For enquiries contact April McKenzie, Quality, Experience & Safety Manager, on [amckenzie@shdh.org.au](mailto:amckenzie@shdh.org.au) or PH 03 5033 9317

### **How to Apply:**

Applications including the names of three referees, an Application for employment form CV and cover letter addressing the Key Selection Criteria should be forwarded to: [employment@shdh.org.au](mailto:employment@shdh.org.au)

**Closing date: Sunday 4th August 2021**

***Aboriginal and Torres Strait Islander people are encouraged to apply***



<b>Position:</b>	<b>Community Engagement Officer</b>
<b>Classification:</b>	Administration HS3 (0.4 EFT)
<b>Department:</b>	Primary Care
<b>Reports to:</b>	Director Primary Care
<b>Reporting Relationships</b>	Quality Experience & Safety Manager, Senior Management Team
<b>Direct Reports:</b>	Nil
<b>Position Summary:</b>	The Community Engagement Officer is responsible for developing, monitoring and reviewing Community Engagement and support the objectives of the Community & Cultural Advisory Committee to having open, accountable and informed relationships with patients, clients, carers, consumer's, community and health in the delivery of safe connected care to achieve the best experience for all.
<b>Responsibilities:</b>	<p><b>Community Engagement</b> The position will design SHDH community engagement activities in line with the following principals:</p> <p><u>Capacity building</u>: building the skills and abilities of consumers to contribute more effectively to improvements in health care</p> <p><u>Participation in planning, improvement and evaluation</u>: involving consumers in system, service and/ or facilities planning and the evaluation of services provides health services with the best basis for healthcare provision.</p> <p><u>Engaging our diverse community</u>: Developing strategies to effectively engage our whole community, inclusive of those with diverse needs (cultural background, disability, gender diversity, income and education diversity)</p> <p><u>Informed decision making</u>: Ensuring all staff members across the organisation at SHDH are informed by the consumer perspective in their decision making.</p> <p><u>Provision of information</u>: Taking into account the range of literacy levels and computer/internet access across the Mallee to provide information to consumers and the broader community in ways that are understandable and accessible to all.</p> <ul style="list-style-type: none"> <li>• Develop, implement and evaluate a community and cultural engagement framework and a community engagement plan</li> <li>• Develop a comprehensive staff community engagement-training program.</li> <li>• Conduct annual staff refresher training, focusing on new trends in community engagement and reviewing learnings from the previous years' activities.</li> <li>• Review all reports to executive to determine where there may be community engagement opportunities.</li> <li>• Develop and maintain suitable community engagement policies.</li> </ul>
<b>Key Selection Criteria:</b>	<p><b>Essential:</b> High level written and verbal communication skills including the ability to write for diverse audiences.</p> <ul style="list-style-type: none"> <li>• Demonstrated understanding and experience in the range of functions of community engagement</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent interpersonal and relationship building skills and the ability to deal confidently and professionally with stakeholders at all levels.</li> <li>• Demonstrated time management skills with problem solving ability, initiative and the ability to be self-directed, motivated and the ability to work under pressure, prioritise workload and meet deadlines.</li> </ul>
<b>Salary/Award:</b>	Salary in accordance with Health & Allied Health Services, Managers & Administration (Victorian Public Health Sector) <i>Single Interest Enterprise Agreement 2016-2020</i> or equivalent Award
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<p>It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the</li> </ul>

	<p>Emergency Procedures Manual.</p> <ul style="list-style-type: none"> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of Performance review on a yearly basis.
<b>Previous Revision dates:</b>	Dec 2018, Feb 2020, May 2020
<b>Current:</b>	July 2021
<b>Managers Name:</b>	
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

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I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585