

POSITION DESCRIPTION

Position: *Community Outreach and Engagement Officer* October 2024

Reporting to: *CareConnect Investigations Team Manager*

Position overview: The Community Outreach and Engagement Officer is an integral role to EWOV's mission of promoting consumer rights and ensuring the fair treatment of vulnerable consumers through active community engagement and strategic outreach initiatives. The Community Outreach and Engagement Officer leads the planning, coordinating, and delivering of outreach programs and initiatives across Victoria.

This role will contribute to the development and execution of outreach strategies that increase awareness of EWOV's services and strengthen partnerships with community organisations.

This role sits within EWOV's CareConnect Team, which provides an integrated approach to community support, including dispute resolution and consumer engagement, especially for vulnerable populations.

Responsibilities

Community Engagement and Outreach Development

- Lead the development and execution of community outreach strategies targeting vulnerable consumers, including low-income, culturally, and linguistically diverse (CALD), and regional communities.
- Establish and maintain strong partnerships with community organisations, government agencies, and other stakeholders to enhance EWOV's visibility and service delivery.
- Organise, manage, and participate in outreach events across Victoria, ensuring alignment with EWOV's broader strategic objectives.
- Analyse complaint data to inform outreach priorities and adjust strategies to emerging trends in consumer vulnerability. Assist in maintaining effective relationships with key stakeholders including members, regulators, and other Ombudsman Schemes by participating in meetings.

Data analysis and reporting

- Utilise EWOV's internal data systems to map strategic outreach focus areas and track the effectiveness of outreach programs.
- Provide regular reports and insights to the CareConnect Team Manager and other EWOV Team Manager's, highlighting the impact of outreach efforts on vulnerable communities.
- Collaborate with the CareConnect team to align outreach activities with broader consumer support and dispute resolution efforts.

Collaboration and Stakeholder Management

- Develop and nurture strong relationships with key community stakeholders, including financial counsellors, community groups, and advocacy organisations, to promote EWOV's services.
- Work closely with the CareConnect Team to ensure a coordinated approach to supporting vulnerable consumers, including seamless referrals through the No Wrong Door program.
- Represent EWOV at industry events, community forums, and other public engagements to raise awareness of the organisation's role and services.

Operational and administrative support

- Oversee the coordination and logistical management of outreach events, ensuring they are well-executed and align with EWOV's goals.
- Ensure the ongoing review and improvement of community outreach procedures, tools, and resources to meet the evolving needs of vulnerable consumers.

Professional development and Teamwork

- Provide leadership within the outreach function, mentoring any event-specific staff or volunteers, and fostering a collaborative team environment.
- Actively contribute to team meetings, sharing insights from community outreach to inform broader CareConnect and EWOV strategies.

Key selection criteria

These key selection criteria are the desired criteria. It is not necessary for you to have all the criteria to be successful in this role, but to demonstrate an ability to acquire skills where they are not already held.

- Demonstrated experience in leading community engagement or outreach programs, particularly within a social justice, consumer engagement, or not-for-profit context.
- Strong project management skills with the ability to plan, execute, and evaluate outreach programs across diverse communities.
- Strong organisational and administrative skills with the ability to manage multiple priorities and coordinate event coordination effectively.
- Proven experience working with vulnerable or at-risk populations, with an understanding of the challenges they face.
- Excellent interpersonal and communication skills, with the ability to engage a wide range of stakeholders, including community groups, government agencies, and industry partners.
- Ability to analyse data and use insights to drive decision-making and strategic planning.

Additional information

- This position requires the ability to travel across Victoria, including regional areas, for outreach events.
- A valid driver's license is required.
- Some after-hours work may be required to attend community events or meetings.

- EWOV staff are bound by confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.
- EWOV staff are required to raise any conflicts of interest in accordance with EWOV's Code of Conduct Policy and Procedure.

Equal opportunity

EWOV is dedicated to representing the diverse Victorian community we serve. Our teams encompass people of all ages, cultures, abilities, sexual orientation and gender identities. As an equal opportunity employer, we are committed to fostering a safe, healthy, and harassment-free workplace for everyone.
