

Western Australian Council of Social Service Inc
Position Description

Position Title	CORE Engagement Officer
Classification Level	WACOSS Staff Agreement – Level 3.1 plus superannuation Part-time short term contract March 2022- May 2022.
Reporting line and roles under direct responsibility	Community Relief and Resilience Coordinator

ORGANISATIONAL CONTEXT:

The Western Australian Council of Social Service (WACOSS) is a peak body for the not-for-profit community sector in Western Australia. WACOSS provides independent and informed policy advice, and plays a key coordination and leadership role for the sector. We work on behalf of disadvantaged people and communities towards achieving social justice in WA. Policy and advocacy work is central to WACOSS' role and is a critical mechanism the organisation uses to shape and impact decision making, public debate and outcomes in the interests of vulnerable people in WA.

This position is 24 hours per week with flexibility of days. The successful candidate can choose to work from home or the WACOSS office while employing online technologies such as Microsoft Teams and Zoom for stakeholder engagement.

Primary Objectives

To increase the Community Organisation Resource (CORE) platforms' engagement across targeted geographic regions, engaging and registering businesses and not for profits to enable the matching of surplus resources.

The Community Organised Resource Exchange (CORE) has been designed and developed to enable the sharing of resources between the business and not for profit sectors. The CORE portal will assist businesses and charities to list items of scale for use of and distribution by community based services and organisations.

Development of CORE was accelerated during the COVID-19 pandemic, when the need for an online platform for community service organisations to share surplus resources was accelerated.

We are looking for an energetic 'out of the box' thinker who is passionate about using innovation to meet community need.

Key Duties and Responsibilities

Engagement	<ul style="list-style-type: none"> • develop a CORE engagement plan with KPI's to generate registrations and ongoing use of the CORE platform within targeted geographic regions • Work with the Community Relief and Resilience Coordinator to develop and implement a strategic engagement plan to grow the CORE platform across targeted regional and outer metropolitan geographic regions in Western Australia • Promote the mutual community benefits of the CORE platform through traditional (person to person) outreach and online via various digital communications streams; • Identify opportunities to establish, foster and maintain closing working relationships with local businesses, not-for-profits within targeted geographic regions • Support businesses and not for profits to register, donate and retrieve items from the CORE platform
Measurement	<ul style="list-style-type: none"> • Track outputs across engagement and KPI's • Identify, develop and store CORE engagement and exchange case studies • Maintain CORE Stakeholder engagement register
Social Media	<ul style="list-style-type: none"> • Through your outreach work, generate and post content across CORE social media channels • Identify and track social media engagement trends
Community development	<ul style="list-style-type: none"> • Network and build positive relationships with businesses, community representatives and decision makers • Form and promote strategic alliances with other businesses, organisations and networks groups relevant to the success of CORE
WACOSS	<ul style="list-style-type: none"> • Participate in team meetings, the development of strategic and operational plans and other internal processes as required • Take reasonable care for own safety and health at work and avoid harming the safety and health of other people through any act or omission at work • Demonstrate commitment to WACOSS Mission, Purpose and Values
Other duties	<ul style="list-style-type: none"> • Other tasks as appropriate, relevant and directed

Selection Criteria

Essential

- Demonstrated engagement and promotion skills
- Excellent interpersonal, relationship building and stakeholder management skills with the proven ability to engage with business and not for profits
- Highly developed written and verbal communication skills
- Strong experience and expertise with social media and Customer Relationship Management tools for communication.

- Ability to work independently, flexibly and use initiative to problem solve in a fast-paced and changing work environment
- Excellent computer, organisation and administration skills
- Relevant tertiary qualification
- Current Police Clearance and WA driver's license
- An ability to support and operate within the WACOSS Mission, Purpose and Values

Desirable

- Experience in the not for profit/non-government sector
- Relevant tertiary qualification in marketing or similar

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.