

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Stakeholder Engagement Manager	<b>2. ORGANISATION LOCATION</b> Mayfield	<b>3. PERFORMANCE MANAGER</b> Director
<b>4. POSITION CATEGORY</b> Management	<b>5. CLASSIFICATION</b> SCHADS Level 6	<b>6. POSITION STATUS</b> Permanent Part Time
<b>7. POSITION SUMMARY</b>  <p>External relationships are vital to the work of CatholicCare Social Services Hunter-Manning. Reporting to the Director, the Stakeholder Engagement Manager will develop and drive an effective stakeholder engagement strategy that supports the organisation's capacity to meet Strategic Objectives set out in the CatholicCare Social Services Hunter-Manning 2017-2020 Strategic Plan. The Stakeholder Engagement Manager will proactively identify the issues and needs of identified stakeholders, providing insight and intelligence to the broader Leadership Team to ensure the organisation remains responsive and relevant in the evolving social services environment. The Stakeholder Engagement Manager will work in a partnership approach with the Director and Leadership Team to initiate, coordinate and foster the development of strategic relationships with community, government agencies, health professionals and other relevant stakeholders. A key part of this role will be to actively recruit foster carers for our permanency support program with a mix of restorations carers, open adoption carers and guardianship carers.</p> <ul style="list-style-type: none"> <li>The Manager's work will both directly and indirectly assist the organisation fulfil its mission of building a stronger, fairer and kinder society that values children, young people, families and individuals.</li> </ul>		
<b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b> <ul style="list-style-type: none"> <li>Experience working within a social services environment, particularly knowledge of the needs and challenges of Out of Home Care (now known as Permanency Support Program)</li> <li>Excellent communication skills, particularly the ability to inform and influence others in a positive way through a variety of forums and a variety of stakeholders and audience groups.</li> <li>Strong interpersonal skills such as the ability to take initiative to achieve work goals with often limited input from others, the ability to work under time pressure and meet deadlines, the ability to re-prioritise goals amongst a fast paced environment, flexible and positive workplace attitude, and the ability to develop creative solutions to achieve goals.</li> <li>Ability to work independently and as part of a team.</li> <li>Demonstrated experience in interpreting government policies and the ability to adapt stakeholder engagement strategies accordingly.</li> <li>Experience in the management of community awareness campaigns across different. With the ability to target these campaigns to specific audiences.</li> <li>Experience leading community information sessions, including event management, public</li> </ul>		

speaking and networking.

- The ability to manage and work with set funds and budgets, also identifying opportunities of maximum return balanced with cost effectiveness.
- An understanding of the importance of social research, including the ability to identify opportunities, threats, weaknesses and strengths
- Experience in managing stakeholder enquires and providing timely responses.
- Experience using web-based community engagement tools and other technological resources, including an understanding of how such technology is benefiting communities and other organisations, and how such technology is developing and improving.

**9. QUALIFICATIONS/LICENCES**

**ESSENTIAL**

- Tertiary qualifications in social sciences, psychology, social work, communications, or similar

**DESIRED**

- Demonsrated experience in B2B engagement, sales and sales conversion.

**10. ORGANISATIONAL ENVIRONMENT**

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of [child and family services](#), [youth services](#), [disability](#), [community services](#), refugee service, mental health and Out of Home Care. All staff are required to work within the ethos of the Catholic Church.

**11.**

**MISSION - VISION - VALUES**

**Our Mission**

*CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.*

**Our Vision**

*For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.*

**Our Values**

*Innovation – we continually challenge ourselves to consider all creative options  
 Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour  
 Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement  
 Inspiring – we encourage each other to reach our full potential*

12. Key Performance Area	Key Tasks	Performance Indicators
<ul style="list-style-type: none"> <li>• Stakeholder Engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct recruitment activities aimed at increasing number of carers in the Permanency Support Program.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in the number of therapeutic carers (PSP)</li> <li>• Evidence of events and campaigns conducted in</li> </ul>

	<ul style="list-style-type: none"> <li>Develop stakeholder engagement strategy in line with CatholicCare's Strategic Plan (2017-2020)</li> <li>Assess needs and priorities for each service stream within CatholicCare in order to inform stakeholder engagement strategy</li> <li>Support the functions of every service area across CatholicCare in developing strategies to increase public awareness of CatholicCare services, and raise the public profile of CatholicCare</li> </ul>	<ul style="list-style-type: none"> <li>relation to increased public awareness</li> <li>Increased knowledge of each service delivery area within CatholicCare</li> </ul>
<ul style="list-style-type: none"> <li>Service Quality</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate and utilise CatholicCare's shared resources to ensure all recruitment activities are professional and of high quality</li> <li>The Stakeholder Engagement Manager will familiarise themselves with each business stream in order to provide an educated and responsive service</li> <li>Research to be undertaken to establish community needs to identify service delivery gaps, opportunities for growth and to inform appropriate engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>All CatholicCare literature will be of high quality and developed in consultation with the Diocese Communications team. All materials will be approved by the Director.</li> <li>Recruitment activities are in line with Out of Home Care (OOHC) standards set by the Office of the Children's Guardian</li> </ul>
<ul style="list-style-type: none"> <li>Administration</li> </ul>	<ul style="list-style-type: none"> <li>Actively participate in leadership forums, sharing risk and information</li> <li>Develop records of all engagement tasks, current and future</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of attendance at relevant leadership forums</li> <li>Records will reflect all aspects of stakeholder engagement including finance, timelines and activities.</li> </ul>
<ul style="list-style-type: none"> <li>Work, Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>Maintain a contemporary understanding of WHS policies and management and employee obligations under relevant WHS legislation.</li> <li>Identify, mitigate and report WHS risks</li> </ul> <p>Participate in WHS training as required</p>	<ul style="list-style-type: none"> <li>Has demonstrated knowledge of contemporary WHS requirements, polices and services needs</li> <li>Risks are identified, mitigated and reported in line with policy and procedure</li> </ul> <p>Attends WHS training as required</p>

<ul style="list-style-type: none"> <li>Confidentiality</li> </ul>	<p>Maintain absolute confidentiality at all times in relation to the clients and the operation of the service.</p>	<ul style="list-style-type: none"> <li>Confidentiality is maintained in regards to clients, staff and service operations.</li> </ul>
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### 13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
<ul style="list-style-type: none"> <li>Director</li> </ul>	Daily for issues that arise / Key issues reporting / supporting and reporting, Monthly Supervision
<ul style="list-style-type: none"> <li>Manager Practice, Development and Innovation</li> </ul>	As required for issues that arise / Key issues reporting in the absence of the director
<ul style="list-style-type: none"> <li>Business Manager</li> </ul>	Budgets / business processes/expenditure approval
<ul style="list-style-type: none"> <li>Operations Managers</li> </ul>	To collaborate with; to develop strategies to increase community awareness
<ul style="list-style-type: none"> <li>Other stakeholders</li> </ul>	Therapeutic carers, Catholic Schools, Parishes, the wider Diocesan community, and a variety of external organisations through which relationships will be enhanced and built in order to increase the profile of CatholicCare

### 14. SIGNIFICANT CHALLENGES

What?	Why?
CatholicCare is undergoing significant change, particularly with the introduction of a new funding model for Permanency Support (previously Out of Home Care). There is a high need for additional carers.	The Stakeholder Engagement Manager will be heavily involved in the change program, particularly in developing creative strategies that will attract a new cohort of carers. This has been a traditionally challenging task and the recruitment of carers in the new system will present new challenges.
This position is newly created at CatholicCare.	It will be important for the Stakeholder Engagement Manager to work closely with all relevant managers, departments, shared services and the director to establish priorities, remain flexible to constantly changing priorities and to develop clear goals for this position.
Change can be challenging for people internally and externally.	CatholicCare is undergoing significant change, particularly with the introduction of a new funding model for Permanency Support. Emotional intelligence and excellent communication skills will be required to assist affected people navigate the changes.
Growing customer base in fee for services areas.	The social services market is competitive and growth requires consistency of message and innovation.

## 15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

## 16. LEGISLATION & CATHOLIC CARE POLICY

### Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
- not take advantage of their role in CatholicCare for personal gain;
- take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,

Only make decisions within their delegated responsibilities.

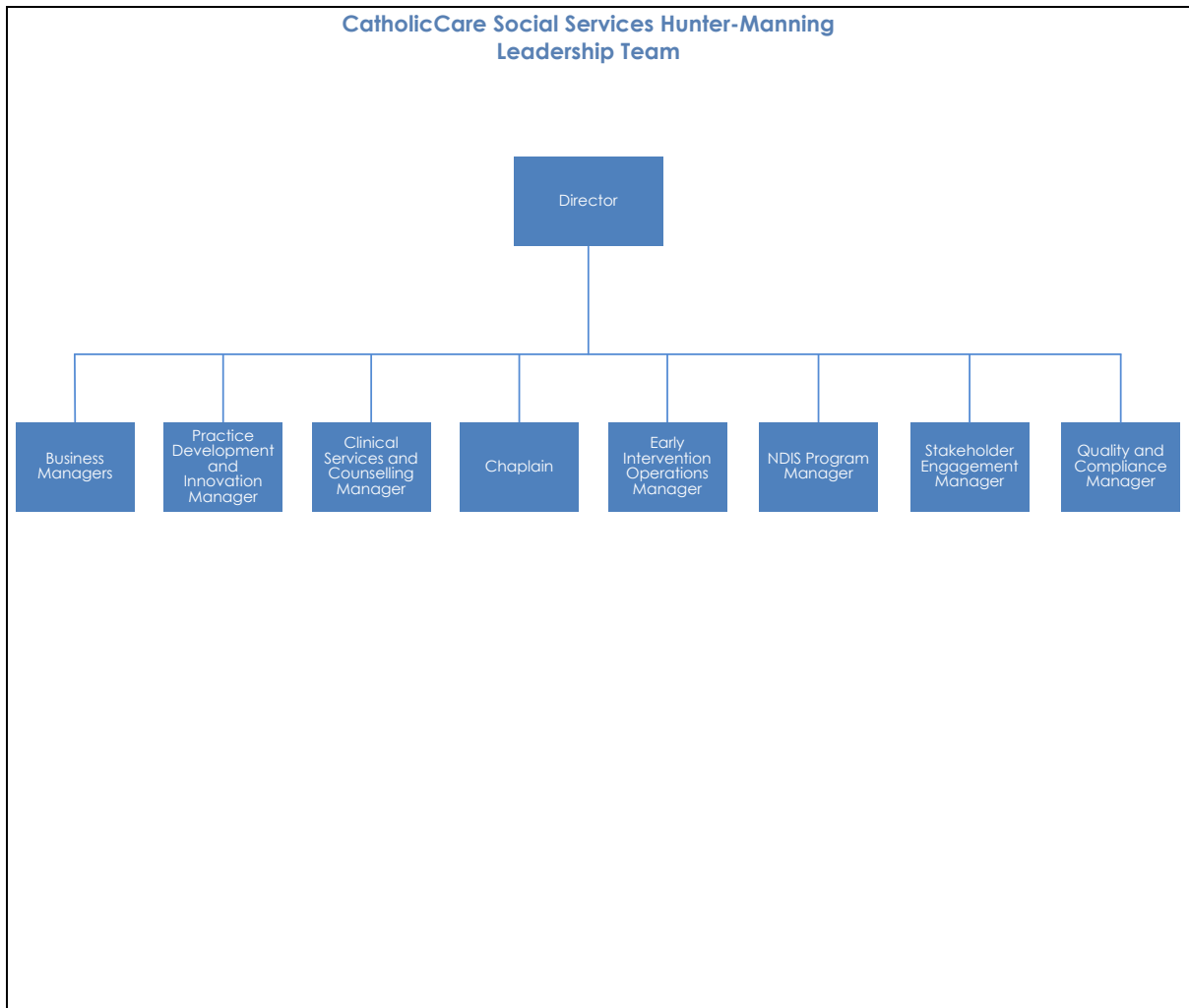
## 17. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

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Issue Date : 27 <sup>th</sup> May 2016	Review Date: N/A	Document Owner: Director	
Related Policy	Recruitment & Selection Policy	Related Procedure	Recruitment & Selection Procedure

**18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)**



<b>P.D Last Reviewed</b>	06/10/2017	<b>Next Review is due on</b>	06/10/2018
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