



POSITION DESCRIPTION

JOB TITLE: Manager, Community Engagement (1.0 FTE)

REPORTS TO: Chief Executive Officer

DIRECT REPORTS: Community Project Officer and 2 x Community Engagement Officers

TERM: 12 months (Fixed term)

About the organisation

Crime Stoppers Victoria (CSV) is an independent not-for-profit organisation that partners with the community, media and police to encourage people to prevent crime and to confidentially share what they know about unsolved crime or suspicious activity.

Established in 1987, CSV is a highly trusted organisation with outstanding brand awareness and community support.

About the role

This position will play a vital role in the implementation of the Crime Stoppers Victoria (CSV) Strategic Plan, supporting the design and delivery of Community Engagement related programs and projects across Victoria.

The role provides leadership across community engagement and stakeholder management with an additional focus on working with youth and culturally and linguistically diverse (CALD) audiences. Responsibilities will include CSV's relationships with the Victorian community and our complex range of stakeholders including Victoria Police and various government departments.

The success of this position involves maintaining and establishing new relationships with external stakeholders including local government, schools, community groups, Victoria Police, and the media. The role will require ongoing liaison with these stakeholders to maintain and further develop our relationships with the Victorian community.

You will be required to design, develop, and deliver compelling programs and activities that inform and engage a range of audiences. The position is full time, 38 hours per week, although may include the requirement to undertake weekend work with flexible working hours across the week.

Role purpose

Reporting to the Chief Executive Officer, the Manager, Community Engagement will:

- Champion the concepts of community engagement and ensure the diversity of the Victorian community is represented in all CSV activities.
- Encourage and empower the Victorian community to act on crime and take responsibility for community safety.
- Develop and deliver a range of programs, events and activities that create opportunities for the people of Victoria to engage with Crime Stoppers.

Accountabilities & Responsibilities

Community Engagement

- Develop and implement a range of community engagement programs and other initiatives.
- Produce and assess program ideas and related grant proposals and undertake stakeholder management in relation to implementation of programs when approved for development.
- Oversee the delivery of successful grant applications.
- Manage CSV's involvement at a range of community events throughout the year, including identifying those events which will bring the greatest value to CSV, liaising with event organisers, on-site event management and logistics, and completing evaluation.
- Conduct community roadshows in partnership with the Marketing & Communications team, taking advantage of planned campaign media opportunities to broaden our offering to regional and metropolitan Victoria.

Management

- Work collaboratively with management and staff
- Supervise Community Engagement staff, providing clear direction, support, and guidance in the delivery of activities.
- Oversee Community Engagement staff work availability and schedules.
- Create and monitor budgets, prepare reports and acquittals.

Stakeholder Engagement

- Develop lasting and mutually beneficial partnerships with key community figures and groups.
- Build strong relationships with CALD and other community groups to ensure two-way engagement with people of all backgrounds.
- Build strong working relationships with key funders and stakeholders including Victoria Police and the Department of Justice and Community Safety to advance the cause of CSV and crime prevention in the Victorian community.

- Accurately record partnerships and key contacts on CSV's database to ensure the CSV team has access to up-to-date information on community and stakeholder relationships.

Other

- Specific campaign, event, and project co-ordination as required including stakeholder liaison, campaign design and delivery, administration, project management and evaluation.
- Any other responsibilities as required

Key selection criteria

Technical capabilities

- Tertiary qualified in community education/community engagement or a related discipline, or commensurate experience in the field.
- Proven experience in designing and coordinating events/activities for a range of target groups.
- Proven success in communicating and building relationships with a range of stakeholders, including community groups and government/statutory bodies.
- Experience working with young people and CALD communities and understanding the challenges that impact engagement.
- A strong understanding of Victoria, the Victorian community, and its diversity, with an established network of community contacts.
- Experience working with senior stakeholders in a complex environment.
- Demonstrated experience in managing teams to success.
- Demonstrated experience in managing complex staff work schedules.
- Proven experience in project development, management, and delivery in community engagement.
- Exceptional written and verbal communications skills, including the ability to represent CSV as needed.
- Strong track record utilising appropriate community engagement methods
- Strong ability to influence and engage with organisational/community stakeholders
- Solution-orientated approach with a strong community focus.
- Proven ability to work in a small team.

Personal Qualities

- A 'can do' attitude
- Excellent interpersonal skills, including a demonstrated ability to build effective relationships and work productively with a diverse range of internal and external stakeholders.
- Maturity and ability to exercise discretion and sound judgement in dealing with confidential matters.
- Sound decision making and judgement.
- The ability to deal comfortably with ambiguity and complexity.
- Proven ability to manage multiple concurrent projects and conflicting deadlines.

- Experience working collaboratively to develop solutions.
- Proven ability to provide professional guidance and to be an effective team player.
- Ability to demonstrate a high level of motivation and commitment to the values and ethos of CSV.
- Comfortable taking a flexible approach to hours and work – events may require work outside of business hours and occasional overnight stays in regional Victoria.

Organisational Expectations

This position requires employees to access highly sensitive and confidential information. As such, you are expected to:

- Maintain the highest level of discretion, confidentiality, and probity.
- Maintain a current National Police check and Working with Children Check.
- Immediately notify the CEO of any criminal charges filed against you.
- Adhere to all organisational policies and procedures.
- Display cultural awareness: consider situations, activities, decisions, and outcomes from the perspective of how people of different ethnic, religious, professional, or social identifications might see them.
- Demonstrate a collaborative mindset: approach activities, decisions, and outcomes from the perspective of working with others.
- Maintain a people focus: consider activities, decisions, and outcomes from the perspective of the client, customer, or end-user; quickly establish a natural rapport with a range of people.
- Show resilience: persevere to achieve goals, even in the face of obstacles; cope with setbacks; stay calm and focused under pressure; accept constructive criticism.
- Exhibit accountability: work to clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve best use of resources; submit to appropriate scrutiny.
- Act with integrity be consistently honest, fair, and ethical in words and in conduct; take responsibility for own actions.