

**Position Description**

|                           |   |
|---------------------------|---|
| <b>Position Title</b>     | Community Engagement Coordinator  |
| <b>Program</b>            | Transition to Work  |
| <b>Reports to</b>         | Partnership Manager   |
| <b>Instrument / Award</b> | <input checked="" type="checkbox"/> Enterprise Agreement (EA)<br><input type="checkbox"/> Social, Community, Home Care & Disability Services Award<br><input type="checkbox"/> Health Professionals and Support Services Award<br><input type="checkbox"/> Cleaning Services Award<br><input type="checkbox"/> Clerks Private Sector Award<br><input type="checkbox"/> Common Law / Non-Award<br><input type="checkbox"/> Other |
| <b>Classification</b>     | C4-3  |

**ABOUT US**

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

**Our Vision:** Improving lives through dignity and choice.

**Our Mission:** Empowering people to achieve a meaningful role in society.

**VALUES**

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor’s values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



**ROLE PURPOSE**

The aim of the TtW program is to deliver tailored employment and education support to young people aged 15-24, who are at risk of long-term unemployment in the North-western suburbs of Melbourne and Barwon region. The Community Engagement Coordinator is responsible for conducting a range of effective marketing and sales activities to promote the TtW program to local organisations, schools and the community. Working closely with local organisations and the community, the Community Engagement Coordinator will further develop and grow Opendoor's external network, while also creating opportunities to strengthen the commercial viability of TtW and Opendoor.

**KEY RELATIONSHIPS**

**Internal**

- Program staff, TtW - Maintain cooperative working relationships and ensure service delivery targets are met. Collaborate on advocating for participants and marketing appropriate job matches
- Opendoor Cross Division – Collaborate and share resources, promotions, and activities across sites/programs/divisions
- Site Manager, TtW – Working in collaboration to achieve site and regional performance goals and participant objectives
- Partnership Manager and Regional Manager, TtW - Direct reporting line, responsible for performance oversight.

**External**

- Participants – Ensure the service responds to their needs and to facilitate tailored employment and education support.
- Community stakeholders and organisations – to identify gaps and needs in the local labour market and strengthen program viability.
- Key industry bodies and training service providers – Develop partnerships and collaborative opportunities.
- Government and funding bodies – through compliance with contractual and reporting obligations.

**SCOPE**

| Direct Reports | Indirect Reports | Budgeted Financial Responsibility | Delegated Financial Authority |
|----------------|------------------|-----------------------------------|-------------------------------|
| NIL            | NIL              | \$                                | \$200                         |



**KEY RESPONSIBILITY AREAS**

|                               |   |
|-------------------------------|---|
| <b>Community Development</b>  | <ul style="list-style-type: none"> <li>▪ Research and understand local stakeholder needs to generate partnership opportunities.</li> <li>▪ Build and maintain a strategic database of key stakeholders.</li> <li>▪ Grow networks across the region to identify gaps and opportunities.</li> <li>▪ Engage community organisations to enhance TtW's reach and community referrals.</li> <li>▪ Advocate for participants and match them with opportunities</li> <li>▪ Promote Opendoor services and contribute to marketing initiatives</li> </ul> |
| <b>Operations</b>             | <ul style="list-style-type: none"> <li>▪ Deliver services in line with TtW contracts and funding arrangements</li> <li>▪ Ensure compliance with reporting, quality, and contractual guidelines.</li> <li>▪ Maintain accurate records in the CRM system.</li> <li>▪ Support achievement of outcome targets and customer-driven service.</li> </ul>   |
| <b>Information Management</b> | <ul style="list-style-type: none"> <li>▪ Collect and monitor community needs, market and environmental information.</li> <li>▪ Maintain up-to-date client demographics and service planning data.</li> <li>▪ Provide monthly service reports and ensure information systems are accurate.</li> </ul>  |
| <b>Relationships</b>          | <ul style="list-style-type: none"> <li>▪ Build and maintain cooperative working relationships across the TtW team and Opendoor staff.</li> <li>▪ Establish and strengthen links with job seekers, the community, and industry stakeholders.</li> <li>▪ Support stakeholder engagement to ensure targets are met and services are responsive.</li> </ul>   |
| <b>Compliance</b>             | <ul style="list-style-type: none"> <li>▪ Monitors and ensures compliance with Opendoor's policy and processes and facilitates education and awareness where needed.</li> <li>▪ Commit to providing professional and safe services to all clients, including children and young people.</li> <li>▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.</li> </ul>   |
| <b>Continuous Improvement</b> | <ul style="list-style-type: none"> <li>▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants.</li> <li>▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.</li> </ul>  |

**Work Health and Safety**

At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.

- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.
- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

## SUCCESS MEASURES

### Employment & Business Outcomes

- Support the number of sustainable employment opportunities across program through quality Group 2 engagement and referral
- Achieve (or exceed) Group 2 referrals, retention of these referrals, and KPI targets across program
- Growth in key partnerships and regional networks

### Stakeholder & Relationship Management

- Quality and effectiveness of relationships with participant, and community partners
- Evidence of strong collaboration with internal teams
- Employer and participant satisfaction with services provided

### Compliance & Reporting

- Accurate and timely reporting in line with TtW contract and funding body requirements.
- Adherence to quality management systems and risk management practices.
- Maintenance of up-to-date records in the CRM and information systems.

### Program Development & Market Position

- Contribution to Opendoor community referrals and financial viability of the TtW program.
- Proactive identification of growth opportunities and emerging labour market trends.
- Effective participation in marketing, promotional activities, job fairs, and expos.

### Operational Excellence

- Delivery of customer-driven, person-centred services.
- Consistency in meeting deadlines and performance benchmarks.
- Compliance with OH&S and organisational policies.

## SKILLS, QUALIFICATIONS, EXPERIENCE



## **Essential**

### **Qualifications / Checks**

- Formal qualifications of Cert IV or above in Community Services or related discipline.
- Solid understanding of Employment Services programs, contractual obligations, and quality management systems.
- Knowledge of Opendoor values and demonstrated capacity to model them.
- Current Working with Children Check (or ability to obtain prior to commencement).
- Satisfactory National Police Check (or ability to obtain prior to commencement).
- Current Victorian Driver's Licence.

### **Experience**

- Proven ability to achieve and exceed monthly targets, outcomes, and goals
- Ability support, develop and mentor staff that report into this role, to ensure individual and program success
- Knowledge of labour market trends, community needs and developments.
- Experience managing contract compliance in government-funded programs.
- Experience working with people from diverse backgrounds and with multiple barriers to employment/education.
- Demonstrated ability to build productive partnerships with employers, job seekers, and community stakeholders.
- Experience in adapting to organisational change and managing risks effectively.

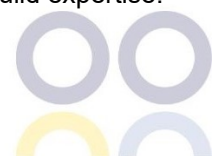
### **Skills**

- Strong business development, community engagement and marketing capabilities.
- Ability to recognise strengths, aspirations, and abilities to support job seekers.
- Effective communication and negotiation skills across community, business, and corporate settings
- High-level relationship management and stakeholder engagement capability.
- Proficiency in Microsoft Office and ability to learn new systems.
- Initiative, problem-solving, and resilience in fast-changing environments.
- Ability to work to deadlines, with integrity in reporting and decision-making.

## **Desirable**

### **Experience**

- Prior experience in employment services specifically (advantageous but not essential if transferable skills are demonstrated).
- Demonstrated creativity in applying different approaches to support job seekers.
- Experience with personal and professional development to continually build expertise.



| <b>COMPETENCIES AND CAPABILITIES</b>             |   |
|--|---|
| <b>Business Development and Results Focus</b>    | <ul style="list-style-type: none"> <li>▪ Demonstrated ability to achieve and exceed employment placement and retention targets.</li> <li>▪ Strong business development, marketing and employer engagement skills.</li> <li>▪ Ability to identify growth opportunities and respond to labour market trends.</li> </ul>   |
| <b>Relationship Management and Communication</b> | <ul style="list-style-type: none"> <li>▪ High-level interpersonal skills to establish and maintain effective relationships with employers, job seekers, colleagues, and stakeholders.</li> <li>▪ Strong communication, negotiation and influencing skills across community, business, and corporate sectors.</li> <li>▪ Sensitivity to cultural diversity and ability to deliver inclusive and appropriate services.</li> </ul> |
| <b>Client-Centred Approach</b>                   | <ul style="list-style-type: none"> <li>▪ Capacity to recognise and build on people’s strengths, aspirations, and abilities.</li> <li>▪ Experience supporting individuals with multiple barriers to employment or education.</li> <li>▪ Commitment to delivering customer-driven, person-centred services.</li> </ul>  |
| <b>Compliance, Quality and Risk Management</b>   | <ul style="list-style-type: none"> <li>▪ Strong understanding of government contract compliance and quality management systems.</li> <li>▪ Ability to ensure accurate reporting, record keeping and adherence to policies and legislative requirements.</li> <li>▪ Sound judgement and decision-making skills to manage risks and ensure organisational integrity.</li> </ul>   |
| <b>Problem Solving and Innovation</b>            | <ul style="list-style-type: none"> <li>▪ Initiative and creativity in adopting flexible approaches to meet employer and job seeker needs.</li> <li>▪ Analytical skills to assess market information, identify gaps, and implement responsive strategies.</li> <li>▪ Resilience in adapting to organisational change and shifting priorities.</li> </ul>   |
| <b>Self-Management and Professionalism</b>       | <ul style="list-style-type: none"> <li>▪ Demonstrated ability to work independently and as part of a collaborative team.</li> <li>▪ Commitment to continuous learning and personal development.</li> <li>▪ High standards of integrity, accountability, and professionalism.</li> </ul>   |



**Digital and Administrative Capability**

- Proficiency in Microsoft Office suite and ability to learn and navigate CRM systems.
- Strong organisational and time management skills to manage competing priorities.
- Accuracy in data entry, reporting, and information management.

**NATIONAL STANDARDS FOR DISABILITY SERVICES**

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

**WE ARE A CHILD SAFE ORGANISATION**

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

**ACKNOWLEDGEMENT**

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor’s operational, service, consumer, and participant requirements.

