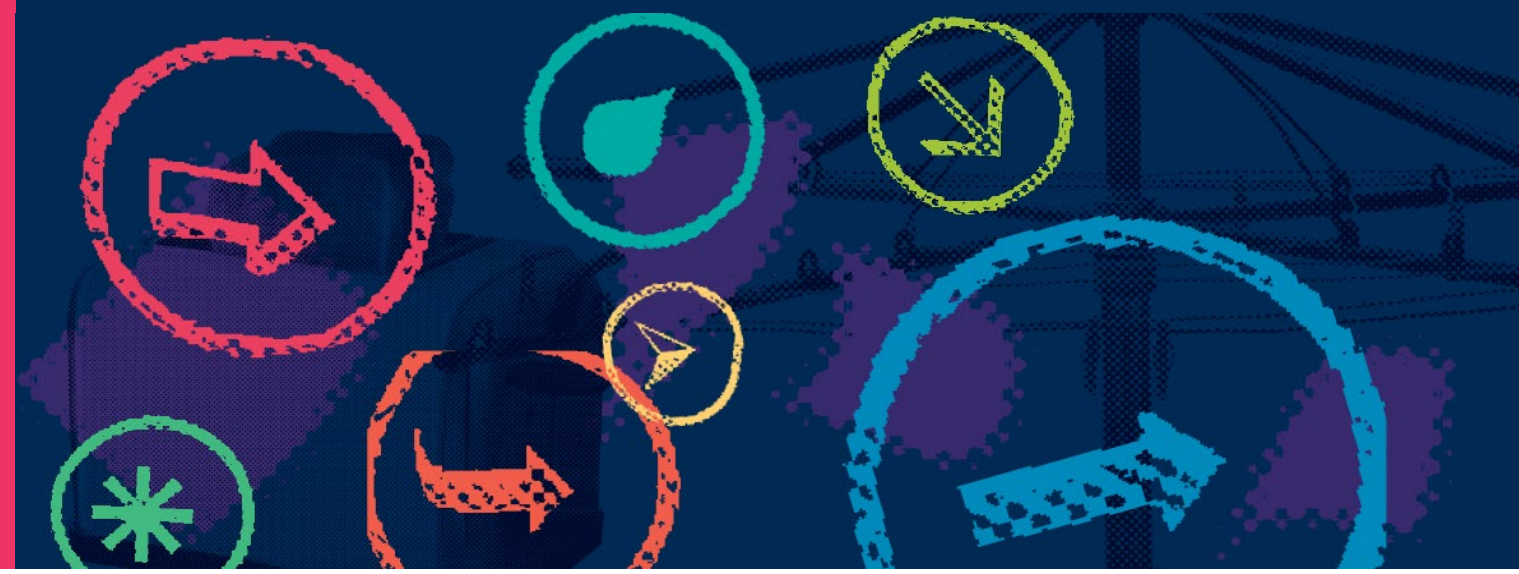# Communications and Stakeholder Engagement Lead
Organisational Services – Communications Team

Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants.   This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Communications and Stakeholder
Engagement Lead

Team

Communications Team

Stakeholder Engagement Team

Reports to

Organisational Services Lead

Line Manages

Communications Team

Stakeholder Engagement Team

Classification/Award

Dependent on experience

Talkin

Organisational Services Lead

Based at

West End

Backup when absent?

Organisational Services Lead

Organisational Services – Communications and Stakeholder Engagement

Organisational Services Cluster provides support and resourcing across Micah Projects through the key areas of Finance, People and Learning, Administration and Governance Support, Communications, Stakeholder Engagement, IT, Quality, Risk and Performance, WHS and Resource Management. They work to ensure governance and legislative compliances are achieved, so that the organisation can continue to provide high quality services to the community.

The Communications Team and Stakeholder Engagement Team develop, design, and manage internal and external communications for Micah Projects, including both traditional and digital communications. They assist across the organisation to coordinate major events, and work collaboratively with the community, businesses, schools, and philanthropists who share our vision to create equity and social justice.

This team provides guidance and support to the organisation with communication and engagement tools and advice and leads communication and engagement projects that have organisation-wide impact.

Position Description

As the Communications and Stakeholder Engagement Lead you will…

Provide management and leadership to the Communications Team and Stakeholder Engagement Team, overseeing internal and external communication operations and projects in line with the Strategic Roadmap, and community engagement that generates awareness and support for Micah Projects, including volunteering, donations and submissions.

Stakeholder Engagement

This position as part of a team engages with the following organisations/entities:
- Donors
- Funders
- Designers/Contractors
- Local Business and Community Networks
- Media

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:
- Organisational Service Cluster
- Organisational Coordination Team
- Service Delivery Cluster Leads

Key Responsibilities

- Lead and mentor a team of communication and stakeholder engagement specialists, including human resources, workflow, professional development and change management,
- Develop and implement communications and engagement strategies (internal and external) in line with and supporting strategic and organisational goals, both through digital and traditional communications.
- Oversee the management of Micah Projects' brand, public messaging, promotional and engagement activities, with the coordinated aim of ensuring greater awareness and support.
- Manage the policies, procedures and systems related to team output, including owned communication channels, CRM, and SharePoint intranet.
- Manage, with support, Micah Projects social and general media relations.
- Supervise and engage in philanthropic, human services and community and business sector networking and advocacy in line with organisational priorities.
- Plan and manage philanthropic and small grant applications, with a collaborative, organisation-wide approach.
- Manage Micah Projects' paid, owned and earned communication channels, including website, social media, media and publications.
- Oversee the development of key Micah Projects documents and resources including the annual impact report, strategic roadmap, key reports and presentations.
- Lead the communication and engagement strategic approach and schedule of activity for Micah Projects' core business and provide expert guidance and specialist support for partner and team-Cluster-led communication outcomes.

Leadership Responsibilities

Shared Leadership

As a member of the Leadership Team, you are required to operate under a shared leadership management structure. The vision of shared leadership is to create a collaborative organisational system that provides the opportunity for employees, the people we support and community members to participate in creating justice and responding to injustice in our community. This is outlined in the 'Micah Projects Shared Leadership Charter'.
This includes demonstrating collaborative Leadership behaviour that results in a cooperative and supportive workplace.

Data Governance

Accountability/ Responsibility for organisational data that is accurate, complete, consistent, managed and used in accordance with policies and procedures and agreed upon evaluation processes.

Essential Attendance

Organisational Coordination Team meetings, Leadership Forums, Service Delivery Cluster Lead meetings, Board meetings when/if required, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.

Holiday Periods

Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Criteria and Conditions

Criminal History Screening	☒ National Police Certificate ☐ Yellow Card	☐ Blue Card ☐ APHRA Registration
Driver's License	☒ Essential ☐ Desirable	
Travel	Locally as required	
Assets Provided	☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle	

Essential

- Relevant Business/Communications certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Experience in the development of strategies and operational frameworks that builds a strong, sustainable and consistent footprint in the community.
- Proven skills in supporting organisational change and employee engagement.
- High level written and verbal communication skills, including networking and engagement skills.
- Experience in the development of strategies and operational frameworks that builds a strong, sustainable, and consistent footprint in the community.
- Proven skills in supporting organisational change and employee engagement.
- Demonstrated knowledge and experience working within a shared leadership and management framework whilst leading a supportive and effective team to deliver quality outcomes.
- High level written and verbal communications skills, including networking and engagement skills.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Previous employment in the social and community services sector.
- Skills and experience in photography, basic design and filming.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____   **Date** _____

Document History		**Version Number**	02
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