

POSITION DESCRIPTION

Position Title:	Senior Community Engagement Officer
Position Number:	100354
Work Unit/Division:	Operations
Classification:	VPSG 5.2
Salary Range:	\$128,635 to \$140,849 per annum plus 12% employer superannuation contribution
Employment Type:	Fixed-term (12 months)
Position Reports to:	Principal Investigator
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

VO is seeking an experienced Senior Community Engagement Officer to plan, lead and coordinate our engagement with community members and other stakeholders during VO's new investigation referred by Parliament into the public housing towers and relocation of residents. The role will lead the development of a stakeholder engagement and communications plan for the investigation, including tailored strategies for engagement with community members from cultural and linguistically diverse backgrounds. The role will also support the investigation's public submissions process and coordinate the development of culturally and linguistically appropriate communication materials.

The role requires exceptional communication and interpersonal skills, with a proven track record of confidently and tactfully navigating sensitive stakeholder interactions. Experience leading engagement and consultation with culturally and linguistically diverse communities is essential.

As a sworn member of Ombudsman staff, the Senior Community Engagement Officer will faithfully and impartially perform the duties of VO and will not divulge, except according to law, any information received in the performance of those duties.

Core to your success in this role is the ability to obtain a strong understanding of the Ombudsman Act 1973.

Key Accountabilities

- Plan, lead and coordinate VO's engagement with community members and other stakeholders during VO's investigation into the public housing towers and relocation of residents.
- Lead the development of a stakeholder engagement and communications plan for the investigation, including tailored strategies for engagement with community members from culturally and linguistically diverse backgrounds.
- Support the investigation's public submissions process, including planning and leading VO's engagement with public housing residents and other stakeholders, and coordinating the development of culturally and linguistically appropriate communication materials.
- Effectively communicate complex information to community members and other stakeholders, tailoring messages accordingly and anticipating potential concerns.
- Establish and maintain productive relationships with key stakeholders throughout the investigation through proactive outreach, regular updates and consistent communication.
- Provide strategic advice to the Principal Investigator and senior leadership based on stakeholder feedback and insights, influencing decision-making processes.
- Other duties, as required.

Key Selection Criteria

1. Demonstrated ability to plan and lead complex and sensitive stakeholder engagement and build strong trusting relationships with a diverse range of stakeholders, including people from culturally and linguistically diverse backgrounds.
2. Demonstrated critical thinking and problem-solving skills, including the ability to develop and implement tailored strategies to engage with a diverse range of stakeholders and manage sensitive, complex and potentially competing interests.
3. Outstanding oral communication skills, with a proven ability to understand and meet the needs of target audiences while confidently conveying ideas and information in a clear and impactful way.
4. Exceptional stakeholder engagement and interpersonal skills, with a demonstrated ability to establish and maintain productive relationships and tailor communication to meet stakeholder needs.
5. Strong project and time management skills and ability to work autonomously across multiple tasks in an efficient and effective manner, taking ownership for tasks and their successful execution.
6. Highly developed written communication skills, with proven ability to translate complex information into clear Plain English correspondence.

Qualifications and Experience

Required:

1. Significant experience in a similar role, preferably in the public sector or a complex regulatory environment.
2. Experience engaging with culturally and linguistically diverse communities.

Desirable:

1. A tertiary qualification in a relevant field.

Capabilities

Knowledge and Skills

Capability Description

Strategic Planning	Consider the needs of the stakeholders, organisation, national and global developments to articulate actions that addresses immediate and future needs of the community
Partnering and Co-creation	Build effective partnerships with the client/customer/community throughout problem-solving process to gain critical insights and develop effective solutions
Critical Thinking and Problem Solving	Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.
Communicate with Impact	Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills
Stakeholder Management	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes
Political and Organisational Context	Understand the relationship between political dynamics, regulatory or legislative requirements and diverse stakeholder perspectives to ensure service need solutions are fit for purpose.

Personal Qualities

Capability Description

Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations
Flexibility and Adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results
Working Collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes
Self-Awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness
Interpersonal Skills	Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner
Outcomes Thinking	Think and work in different ways to create better public values for Victorians; Establish ways to clearly and effectively measure the impact of government activity.

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.