

## COMMUNITY ENGAGEMENT FACILITATOR Position Description

Rural Financial Counselling Service (RFCS) Gippsland provides free, confidential and independent business planning and support services to farming enterprises and small rural businesses across south-eastern Victoria.

RFCS Gippsland’s primary objective is to assist clients to implement improvement plans for the financial performance of their business, as well supporting their personal wellbeing.

The Community Engagement Facilitator is a new role and will be involved with a variety of projects and programs raising awareness in the community with the backing of our Comms & Marketing Officer. This role will be focused on connecting with stakeholders and clients to build relationships consistent with our strategic vision.

The position is offered as part time (22.5hrs per week) and will be a hybrid role – working from home or any of our regional offices, with attendance at key staff meetings and/or Board meetings. Typically, these meetings are held in Traralgon.

This position reports directly to RFCS Gippsland Executive Officer but will work closely with the Counselling Coordinator and the Business Development Manager. The position is offered as a contract position *up to* 30 June 2026, with the possibility of renewal dependent on ongoing Government support for the program post this date.

**IF YOU JOIN OUR TEAM, YOU WILL HAVE:**

**Personal effectiveness** | Demonstrated ability to manage and adjust work to achieve goals; accept responsibility for mistakes and learn from them; always displaying respect and courtesy to others.

**Team effectiveness** | Collaborative approach for information, learning and effort; understanding and appreciation of diversity in the workplace, capability to work with others to reach common goals; support and building positive and constructive relationships; communicate clearly and concisely ensuring messages are understood; ability to express ideas clearly, listen effectively and provide feedback constructively.

**Organisational effectiveness** | Understanding of how an individual’s role and work contributes to achieving organisational goals; ability to think ahead and plan accordingly.

Our Values	Demonstrated behaviour
INTEGRITY	Respect & trust are our core values & are embedded in everything we do
COMMUNICATION	We value open, honest & authentic communication, recognising diversity of thoughts
RECOGNITION	We recognise & celebrate individual & team effectiveness
IMPROVEMENT	We encourage ‘bigger thinking’ & are focused on continuous improvement

*Our organisational values are underpinned by acceptable workplace behaviours included in our ‘Rules of Engagement’. All staff are required to demonstrate our values and comply with all policies and procedures.*

## POSITION DUTIES AND RESPONSIBILITIES

- Develop and implement best practice strategies to engage and communicate with key stakeholders.
- Coordinate the Communications & Marketing activity.
- Attend industry events and conferences to network and stay up-to-date on industry trends.
- Attend in-person engagement events, promoting services and programs.
- Drive demand and referral pathways into programs and supports through effective community engagement with stakeholders in the community.
- Collate feedback from the in-person engagement activities to record and develop future engagement activity, reporting on activities to the Board.
- Support the development of information packages for attendees to support meaningful engagement and events.
- Monitor and evaluate community and stakeholder engagement activities to identify and action continuous improvement opportunities and any new business opportunities to increase brand and reach.
- Assist with conducting research and analysis to identify trends and opportunities.
- Assist with the development and implementation of sales and marketing strategies to achieve business objectives.

## KEY COMPETENCIES

- **Well-developed communication skills:** ability to communicate with a diverse range of stakeholders in a one-on-one or group setting;
- **Risk Management:** acknowledgement and awareness of risk frameworks, mitigation strategies, controls and assurance pertaining to business operations and workplace;
- **Self management:** demonstrated ability to self-motivate, plan, manage and prioritise tasks to meet competing deadlines while working with a range of stakeholders;
- **Technology:** Demonstrated proficiency in using online platforms and Microsoft Office applications, a sound working knowledge of all administrative applications and the ability to use programs to enter data, maintain records, and undertake detailed analysis of data and information;
- **Safety:** awareness and understanding of Workplace Health and Safety requirements, and a proven ability to mitigate risks in an employment situation;
- **Privacy & Confidentiality:** demonstrated awareness of privacy and confidentiality legislation and requirements.

## SELECTION CRITERIA

- Relevant qualifications in business, marketing, communications or a related discipline
- Minimum of five (5) years' proven experience as a business development manager, sales executive, or in a similar revenue generation role.
- Experience in coordinating community events and activities.
- Experience in developing collaborative partnerships and relationships with external stakeholders across diverse sectors as well as stakeholders internal to an organisation.
- Experience in creating, maintaining and supporting effective partnerships and relationships including the ability to undertake and facilitate forums with key stakeholders.
- Experience in public speaking and coordination of working parties and consultation forums.

- Experience in planning and scheduling work to meet deadlines
- Current unrestricted driver's licence;
- Australian residency.

#### **POLICE CHECKS**

The successful applicant will be required to undergo a police check as part of the selection process.

The suitability of applicants to perform the role of a Business Development Manager may depend on the results of a criminal history check performed by the relevant police authority.

#### **SELECTION PROCESS**

Applicants should address each individual key competency and selection criteria, with appropriate examples of achievements within their application, and provide contact details for two work or professional referees.

Only applications submitted via RFCS Gippsland job board by **30 September 2024** will be considered.

#### **SALARY**

Contracted position *up to* 30 June 2026

Salary will be dependent on qualifications and experience.

Our organisation offers generous salary sacrifice packaging, with tax free benefits up to the maximum (\$15,900) per year.

This job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. Duties may be varied and or amended from time to time.

Kylie Holmes  
Executive Officer  
Rural Financial Counselling Service (Victoria) – Gippsland  
Leongatha Office

**August 2024**