



<b>Position title</b>	Communication and Engagement Coordinator
<b>Work Location</b>	1836 Sturt St Alfredton
<b>Employment type</b>	<b>Negotiable up to 0.6 - EFT</b>
<b>Duration</b>	Permanent
<b>Position reports to</b>	CEO
<b>Date approved</b>	May 2024

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### Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service; caring for people living with a life limiting illness and supporting their family and carers in their place of residence.

We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for including 24hr support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support; including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate the Ballarat Hospice Care Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in development of students, research and learning.

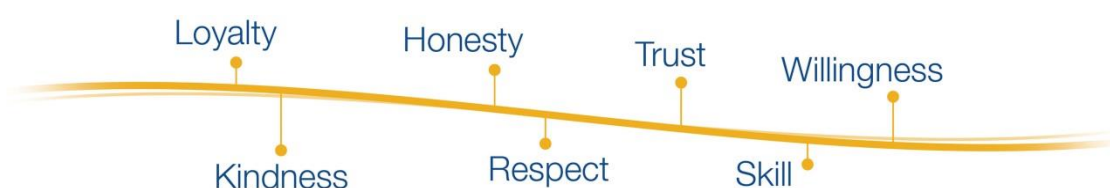
### Vision

To offer our community a specialist palliative care service focused on end of life issues and care

### Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care, to anyone facing end of life issues

### Values



## Position Purpose

The Communication and Engagement Coordinator is responsible for

- coordinating and supporting organisation wide communication and engagement
- continuing to implement a communication and engagement strategy which informs, engages and unites internal and external stakeholders and supports high quality care to the patients and families of BHCI
- ensuring the reputation and branding of BHCI is strong, consistent and effective.

## Scope

The Coordinator works closely with CEO, the Operations Manager and Volunteer Manager. This position reports to the CEO and has no direct reports however the role does coordinate the work of some administration and engagement volunteers. The position is three days per week primarily Monday to Friday, with some out of hours expected for community or organisational events.

## Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Demonstrate cultural appropriateness
3. Coordinate the implementation and regular review of BHCI communication and engagement activities
4. Coordinate and support internal meetings specifically the meeting calendar, Business Operations, Staff meeting and Communication and Engagement Board Committee
5. Provide meeting room management, liaison, coordination and audio visual support to internal and external stakeholders
6. Manage the weekly internal newsletter communication to the staff and Board
7. Collaborate with the Volunteer Manager to support volunteer events, recruitment of volunteers and the quarterly newsletter
8. Support the CEO to maintain collaborative relationships with internal and external stakeholders to effectively meet BHCI service plan objectives as required.

### Key Responsibility 1

#### **Demonstrate and uphold the values of BHCI through professional attributes and behaviours**

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement.

### Key Responsibility 2

#### **Demonstrate cultural appropriateness**

- Demonstrates a positive regard for diverse cultures and person centred care
- Responds to others in a non-judgmental manner in an inclusive and supportive manner
- Demonstrates awareness of the relationship between culture and health beliefs, and the relationship between culture and health seeking behaviour

- Participates in education specific to cultural diversity, cultural safety, LGBTI inclusivity, and the inclusion of minority groups regardless of how they self-identify.

### **Key Responsibility 3**

#### **Coordinate the implementation and review of BHCI communication and engagement activities**

- Support, guide and ensure implementation and regular review of BHCI's communication and engagement strategy and service plan
- Coordinate the review and further development of BHCI's communication and engagement tools (eg brochures, website, booklets, annual report)
- Develop, facilitate and evaluate formal and informal consultations/ forums/ events which enhance consumer engagement
- Support BHCI staff to deliver community engagement events for a range of audiences
- Coordinate and guide the delivery of quality internal and external events such as launches, media requests, annual general meetings and other communication and engagement activities
- Maintain databases of external stakeholder contacts
- Prepare running sheets, liaising with speakers, assisting speakers with speaker content, room preparation and clean up for events.

### **Key Responsibility 4**

#### **Coordinate and support internal meetings**

- Support the Business Operations Team through the ongoing maintenance and annual development of the BHCI Meeting Calendar of events
- Coordinate and support the Business Operations, Staff and Communication and Engagement Board Committee meetings
- Assist with the maintenance and coordination of room requests for internal and external meetings.

### **Key Responsibility 5**

#### **Provide meeting room management, liaison, coordination and audio visual support to internal and external stakeholders**

- Promote to and liaise with external stakeholders regarding Palliative Care Hub meeting and consulting room use or hire
- Manage external stakeholder meeting room use and hire agreements at the Palliative Care Hub
- Provide audio visual support for meeting and consulting room use
- Ensure all meeting rooms are maintained to a high standard.

### **Key Responsibility 6**

#### **Manage weekly internal communication**

- Develop engaging content for weekly communication seeking input from
  - the BHCI Business Operations Team
  - external partner organisations (Palliative Care Australia, Palliative Care Victoria, Grampians Regional Palliative Care Team, Grampians Region Palliative Care Consortium, Grampians Public Health Unit, Health Department)
- Manage the databases used for the internal communication (Database folder on company drive).

### **Key Responsibility 7**

**Collaborate with the Volunteer Manager to support volunteer events, recruitment of volunteers and the quarterly newsletter**

- Contribution of engaging content for volunteers to keep them informed (eg newsletter items, stories, invitations)
- Support communication with volunteers via email, text and phone calls
- Assist the Volunteer Manager to market the recruitment of volunteers to internal and external audiences.

### **Key Responsibility 8**

**Support the CEO to maintain collaborative relationships with internal and external stakeholders to effectively meet BHCI service plan objectives. This includes the CEO's responsibility for**

- Developing and maintaining effective relationships with appropriate key stakeholders to continue to position BHCI as a key primary health provider in community palliative care service delivery
- Maintaining other collaborative partnerships that assist in meeting the goals and objectives of the BHCI service plan
- Contributing to key alliances and networks that strengthen BHCI's profile and influence.

## **For all BHCI team members:**

### **Occupational Health and Safety**

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

### **Privacy and Confidentiality**

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

### **Professional Attributes and Behaviours:**

- **Teamwork**
  - committed to sustaining a positive and trusting team culture
  - proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
  - willing to work collaboratively with all team members and willing to share information with colleagues
  - open and honest communication with all team members
  - willing to negotiate positive outcomes with all team members
  - willing to develop new skills and knowledge rapidly
- **Motivation**
  - demonstrates a confident, optimistic and proactive mindset
  - takes ownership of own job and actively considers the consequences of their actions and the decisions they make
  - demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives
- **Workplace Integrity**
  - demonstrate ongoing commitment to the Vision and Mission of BHCI
  - preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
  - treating the workplace environment, other staff and contractors with respect
  - dealing with confidential and sensitive information in a professional manner

### **Workplace Responsibilities**

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

### Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives, values and inclusivity of BHCI
2. Demonstrated strong values driven style that encourages trust, positive attitudes and personal growth in staff, with a commitment to working collaboratively to achieve agreed vision and objectives
3. Demonstrated highly developed interpersonal and communication skills
4. Demonstrated experience in building effective and respectful relationships with a broad range of stakeholders including patients and families, volunteers, government / non-government organisations, and professional groups
5. Demonstrated experience in delivering effective communication and engagement activities
6. Proven ability to develop, implement and evaluate communication and engagement strategies
7. Demonstrated ability to write reports, media releases, stories, submissions and engaging content for a variety of audiences. This includes knowledge and experience managing social media and website content.
8. High level organisational skills with strong computer literacy and MS Office and data base skills

### Qualifications and Experience

- Relevant qualifications or demonstrated experience in an appropriate discipline (related to communication, social or community planning and development).
- Significant experience or understanding of working within health, government, not for profit and/or community sector
- Experience working with volunteers and volunteer programs

### Also required

- Current Police Check
- Current Driver Licence
- Willingness to have an annual flu vaccination

### Other relevant information:

- Remuneration and Employment; depending on the award
- You may be required to undertake other projects and duties as directed by the CEO
- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment
- Appointment will be subject to a three-month probationary period from the date of commencement and a Performance Review will occur three (3) months following, then annually considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

CEO Signature \_\_\_\_\_

Date \_\_\_\_\_