



Position Description – Community Engagement Manager

Role Title	Community Engagement Manager
Team	Ministry
Remuneration (if applicable)	\$90,000 – 95,000
Award and Grade (if applicable)	SCHADS Classification 6
Reports to (Position)	Head of Ministry (interim reporting line CEO/Pastor)
Direct Reports (Position)	Community Gardner, Casual Facilitators and Community Engagement Coordinator/s
Date of Approval	March 2022

Purpose of Position

Wayside Chapel is dedicated to widening its mission of creating community with no 'us and them', and the Community Engagement Manager will focus on bringing the broader community in to Wayside Chapel through events and activities.

The Community Engagement Manager leads the development, implementation, and evaluation of best practice community engagement strategies to effectively engage a range of different communities and key stakeholders.

The role leads a team of local Community Engagement Coordinators and casual facilitators.

Vision, Mission and Values

Vision: Love over hate.

Mission: Creating community with no 'us and them'.

Values: Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead, we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who have lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel, and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask, "what facts do I not have" and "who can I talk to for reliable clarity"

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that everyone's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, let's also be kind to each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable, but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Key Accountabilities & Responsibilities

Community Engagement

- Develop and deliver the whole of location Wayside community engagement strategy.
- Manage the development review and update community engagement policies, strategies, procedures and tools to improve the efficiency and effectiveness of Wayside Chapel community engagement.
- Manage the delivery of Wayside Chapel's educational program
- Work with the Wayside People and Culture (Volunteer Coordinator) to ensure volunteering opportunities are created and incorporated throughout community, engagement events and activities at all Wayside sites.
- Build and maintain good working relationships with stakeholders to support the successful delivery of community engagement programs
- Present community engagement project reports and presentations in collaboration with project stakeholders to Executive and Head of Ministry

Event Management

- Design events and activities to increase the profile of Wayside Chapel in line with our mission, values, and strategic plan
- In partnership with the local Ministry, Event Owners and key staff manage the development of the annual community engagement, activities, and events calendar.
- Establish a decision-making framework to assist with event and venue hire requests or enquiries.

Culture and Leadership

- Proactively contribute to the creation of a positive, fun, and value-driven culture
- Lead and develop the Community Engagement team, including providing coaching and mentoring to achieve high levels of performance.
- Provide effective leadership on delivery of high-volume projects, with varying communication priorities

People related Risk Management

- Comply with all relevant legislation and all Wayside policies and procedures

Other

- Any other duties as directed by the Head of Ministry/ CEO Pastor or equivalent role
- Undertake training as required and directed
- Practice and promote appropriate self-care at an individual, team and organisation wide level.

Work Health and Safety

- Accountable for complying with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues to your manager and performing all tasks in a manner which guards against risk to self and others within the workplace.
- Undertake risk assessment and safety plans in collaboration with People and Culture

Core Competencies– key skills, work experience, qualifications

- Tertiary qualification in communications or a related discipline and/or equivalent experience within community engagement
- Demonstrated experience in strategy development and delivery
- Experience in the delivery of community engagement and activities, either in the NFP or private sector.
- Demonstrated skills and experience in working with a range of stakeholder groups
- Excellent organizational and interpersonal skills
- Excellent written and verbal communication skills, including well-developed public speaking skills.
- Proven ability to network with community resources, build relationships and create community partnerships
- Passion to make a positive impact on the community and a willingness to work within the Wayside Chapel ethos, support its values and advance its mission.

Key Relationships

Who	Why
Internal	
CEO Pastor Head Of Ministry GM Executive	<ul style="list-style-type: none"> • Provide subject matter expert advice and recommendations in relation to community engagement and activities • Coordination of stakeholder and community information and key messages. • Report on outcomes against project plans. • Seek approval for new strategies, practices and solutions, • Keep informed of contentious issues or conflicts
People and Culture Team and Volunteer Coordinator	<ul style="list-style-type: none"> • Work collaboratively to create volunteer opportunities and grow the Wayside Volunteer Program
Marketing and Communications	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Keep informed of contentious issues or conflicts
Program Staff	<ul style="list-style-type: none"> • Work collaboratively to understand visitor need

Partnership and Growth	<ul style="list-style-type: none"> • Keep informed of contentious issues or conflicts regarding corporates and major donors
Volunteers	<ul style="list-style-type: none"> • Engage with volunteers
External	
Vendors Corporates Schools Community Groups Consultants and Agencies	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships

Role dimensions

Decision making

The role acts independently in performing the core work functions and applies specialised knowledge, skills

and professional judgement to achieve outcomes

Reporting line

Head of Ministry

Direct reports

Gardner, Facilitators and Local Community Engagement Coordinator/s

Budget/Expenditure

\$10,000

Note

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria, or outcomes. It is indicative of the position. The can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

The incumbent of the role should be aware that their position within The Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.