

## **Mob Strong Community Engagement and Project Officer**

### **Position Description**

#### **General**

The Mob Strong Community Engagement and Project Officer will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (Financial Rights).

#### **Reporting Relationship**

Reports to Mob Strong Financial Counsellor and Strategy Lead.

#### **Role purpose**

The Mob Strong Community Engagement and Project Officer will assist the Mob Strong team to execute the end-to-end implementation of the Youpla Support Program. This program is part of the Enduring Resolution delivered through Services Australia to eligible individuals impacted by the ACBF/Youpla collapse.

Additionally, the Mob Strong Community Engagement and Project Officer will contribute to other Mob Strong projects as needed.

#### **Responsibilities**

##### **Communications:**

1. Assist staff in developing and implementing strategies to promote financial counselling under the Youpla Support Program within the community,
2. Contribute to and maintain Mob Strong Debt Help information resources including promotional & educational material, website content, media releases, and other resources.

##### **Outreach and Community Engagement:**

1. Facilitate cultural liaisons between identified clients and non-identified staff.
2. Support the Youpla Support Project Coordinator in organising culturally appropriate outreach considering the needs of the local community and relevant cultural protocols.
3. Engage in planning outreach events in collaboration with the Mob Strong team, sub-contractors, Services Australia and the National Indigenous Australians Agency.
4. Develop and maintain relationships with the First Nations community and key stakeholders to successfully deliver project plans. Develop and maintain relationships with First Nations Communities and key stakeholders to successfully deliver project plans.
5. Work with staff to ensure our outreach activities and other services are safe and culturally appropriate for First Nations communities.

6. Assist the Youpla Project Coordinator with bookings for travel, accommodation, venue hire, catering and other logistics as guided by the Mob Strong Financial Counsellor and Strategy Lead, while adhering to Financial Rights policies and procedures.
7. Undertake general administrative tasks as required to support outreach and community engagement.
8. Travel to First Nations remote communities to support the Mob Strong team to execute outreach plans and provide culturally appropriate services as required.

**General:**

1. Assist the Youpla Project Coordinator to maintain project plans, tasks, schedules, resources, and track project milestones to implement the program and meet funder contractual requirements.
2. Maintain records of incoming and outgoing communications.
3. Support the collection and input of all data, so that it is accurately managed and captured.
4. Participate in various staff and stakeholder meetings, take minutes and manage record keeping of all meetings and other activities.
5. Provide logistical support for workshops, both online and in person.
6. Comply with the Community Legal Centres' Risk Management Guide as applicable, including but not limited to maintaining client confidentiality, getting appropriate approvals for communications, and entering activities into the designated client database if applicable.
7. Act consistently with the Centre's values and Code of Ethics and comply with all applicable policies and procedures.
8. Participate in and contribute to internal or external training or professional development opportunities as required.
9. Contribute to continuous improvement strategies in relation to the policies, procedures and work practise of the Centre.
10. Perform their duties as required.

**END**