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**FULL JOB DESCRIPTION**

**Job brief**

We are currently seeking an emotionally intelligent Worker to join our team. As part of the Mackay Advocacy Inc team, you agree to provide support to landowners and the local community affected by the Project. In particular, support is required to effectively communicate with and support people disadvantaged by reason of housing, education or employment, people from diverse cultural and linguistic backgrounds, and First Nations people.

If you are a compassionate professional with expertise in the human services industry, we invite you to apply for the position of Engagement Officer and become part of our team dedicated to making a meaningful impact in people’s lives.

**Responsibilities**

* Meet with service users and create a contact register, correspondence dissemination list both electronically, written and social media and record data of same
* Be a contact at the Finch Hatton Hub, Mackay Advocacy Inc sub-office and assist people with access to computers, Wi-Fi, phone contacts
* Create a safe space for people to meet with social worker and other stakeholders
* Make appointments for people with MAI and other stakeholders
* Potentially arrange community functions alongside other events for example, arranging catering and a guest speaker by invitation of an already scheduled community meeting or art group, say
* Refer clients to community services to help them in recovery
* This position will evolve with community demand and concerns.

**Requirements and skills**

* Proven work experience in Community Development and or Charity Promotion
* Tertiary Qualification in Human Services, Social Work or equivalent
* A friendly and social disposition whilst exercising due diligence
* Social perceptiveness and empathy
* Ability to build and maintain professional helping relationships
* Ability to relate and communicate with diverse population and groups
* Adherence to confidentiality, privacy, dignity and respect
* Have or be able to attain Blue Card for Working with Children, NDIS Worker Screening Card (or Exemption with Blue Card)

The position is subject to the provisions of the Social, Community, Home Care and Disability Services Industry Award 2010 at Level 4.1 – 5.1, depending on qualifications*.*  Your position is 15 HOURS PER WEEK .

The position is subject to funding.