

## Role Description

Role details	
<b>Role title</b>	<b>Stakeholder Engagement Officer</b>
<b>Reports to</b>	Member Services Team Leader
<b>Next reporting manager</b>	National Membership Engagement Manager
<b>Location</b>	Melbourne
<b>Award</b>	Clerks – Private Sector Modern Award 2010
<b>Classification</b>	AASW Professional Officer Level
<b>Hours of work</b>	1.0 FTE
<b>Tenure</b>	Fixed term period for 6 months
<b>Date</b>	September 2019
Role purpose	
<p>Reporting to the Member Services Team Leader this role is responsible for:</p> <ul style="list-style-type: none"> <li>• Providing secretarial and practical support to the voluntary Branch Management Committees and related working groups, practice groups etc.</li> <li>• Assist Branch Management Committees undertake activities and initiatives in accord with the Constitution, Bylaws and Strategic Plan,</li> <li>• Manage and develop a network of professional partnerships and stakeholder relationships that support AASW social policy and advocacy activities,</li> <li>• Undertake activities applicable to the role that will support the implementation of AASW strategic objectives with a focus on advancing the delivery of strategies relating to social policy, the AASW Reconciliation Action Plan (RAP), member engagement objectives (working in consultation with relevant manager and other key stakeholders,</li> <li>• Building the operating capacity of external stakeholders, members including BMC's and Practice Groups.</li> </ul>	

About AASW
<p>The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 11,500 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.</p> <p>The AASW operates from the Melbourne office and through a network of Branches delivering education, programs and services, advocacy, networking and connection for the benefit of members and the social work profession.</p>

## Key Areas of Accountability

### Branch Management, Branch Management Committee & Administrative Services

Provides an effective and efficient administrative and practical support service to the Branch Management Committees, and where applicable working groups and practice groups and other state-based groups as required:

1. Provide secretarial and practical support to the Branch Management Committees to support the Committees to fulfil their roles as stated in the Constitution and Bylaws,
2. Preparation of documentation including coordinating case examples for submissions, liaising with members to coordinate formal responses, developing with support and direction from the Social Policy team policy documents, written submissions etc,
3. Undertake project work and associated tasks as required by the BMC, Member Services Team Leader and/or Manager,
4. Monitor and evaluate policy initiatives to gain business insights and market trends.

Support the effective operation and professional impact of Practice Groups in accordance with AASW strategic objectives and guidelines including:

1. Building collaborative operating arrangements, stakeholder engagement activities, CPD related information sharing across practice groups (across AASW networks),
2. Establishing new practice groups, in response to members' interests/specific AASW and/or Branch initiatives,
3. Support the effective operation and professional impact of AASW practice groups,
4. Developing and implementing review processes and reporting arrangements to monitor and assess the effectiveness of AASW practice groups in accordance with AASW Bylaws.

### Building Member Value

Actively engage with initiatives that support AASW member engagement activities across the association by:

1. Actively engaging with key State-based stakeholder groups/institutions which support social policy and advocacy activities of members/prospective members,
2. In consultation with the BMC and other key AASW stakeholders, coordinate and contribute to membership recruitment and renewal campaigns and related activities,
3. Actively liaise with external and internal stakeholders developing member connections and supporting positive involvement with the AASW,
4. Positively support and contribute to member engagement activities.

## Promoting AASW's social policy & social justice objectives

In consultation with the BMC and Member Services Team Leader/relevant line management:

1. Support the implementation of strategies relating to the Reconciliation Action Plan (RAP) to achieve greater understanding and improved delivery of culturally sensitive social work practices within Aboriginal and Torres Strait Islander communities,
2. Actively engage with key stakeholder groups/institutions which enable the social policy and advocacy activities of members/prospective members,
3. Promote the organisation's social policy position on issues identified as important to the AASW at the State level,
4. Preparation of submissions, policy statements, position papers and related documentation,
5. Undertake research and analysis activities across a range of relevant issues.

## General

In addition to the key areas of accountability outlined above, effective performance also involves undertaking a range of associated work activities including:

1. Operating as the key point of contact for information exchange/ communication for the BMC, AASW's National Office and other key stakeholders
2. Developing and maintaining collaborative working relationships with key internal/external stakeholders
3. Contributing to AASW's and the Branch's strategic planning activities, as required using structured project management tools and processes.
4. Professional representing the AASW at functions, as required, including attending out-of-hours functions on occasion
5. Undertake alternate tasks as may be required from time to time to a professional standard
6. Identify areas of improvement and propose actions that meet challenges and maximise opportunities for business growth
7. Meet relevant goals and metrics

## Key compliance Requirements

All AASW employees are required to:

1. Comply with professional values and behaviours as stated in Human Resource Policies and Procedures
2. Comply with all AASW policies, procedures and Code of Conduct policy
3. Operate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment and service delivery
4. Participate in relevant training and awareness programs relating to compliance obligations and areas of accountability

**Note:** A police check and other probity checks may be required as part of the selection and appointment process

## Key Selection Criteria

### Essential Requirements

- Understanding of social work and other allied health services sector
- Effective management of a portfolio of projects within agreed service delivery timelines and standards
- Ability to identify industry trends and developments relating to the social policy field e.g. NDIS; Aged Care; government and how these impact on the AASW
- Ability to identify policy issues
- Proven experience in report and submission preparation and writing
- Highly self-driven and an ability to work autonomously with minimal supervision and as part of a team
- Experienced in presenting and facilitating group sessions on social work-related content
- Experienced in engaging with committees/volunteer advisory groups
- Ability to undertake occasional travel throughout Australia from time to time and attend out-of-hours meetings etc.
- High level administrative and organisational skills, including managing work deadlines and managing information
- High-level problem-solving and conflict resolution skills, including the ability to influence individual perspectives/understanding on issues and their willingness to adopt strategies/ways of working that achieve effective outcomes

### Desirable Requirements

- Tertiary qualified or equivalent in the social work/social policy field
- Experience in a professional association

## Core Competencies and Capabilities

These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these requirements.

### Personal Responsibility

Complies with the AASW Employment Code of Conduct at all times, anticipates and adapts willingly to changing demands and situations. Takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the AASW in so much as they apply to the relevant position.

### Regulatory Compliance – Privacy, Safety, Health, and Environment

Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents.

### Leadership and Communication

Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives. Promotes a team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers and service providers.

### Business Acumen

Applies a broad perspective to their contribution to ensuring ongoing viability of the AASW and seeks to achieve strong performance, efficient use of financial and physical resources, and seeks to minimise waste and poor performance.

### Awareness and Sensitivity

Recognises and respects cultural and societal differences that may be present amongst members, their employees and other stakeholders. Actively seeks to promote, equal opportunity, personal development and growth and appropriately modifies interpersonal approaches to suit different situations.

## Approved by

Aust Assoc  
Representative

Cindy Smith

Signature:

Date:

	Chief Executive Officer		
<b>Accepted by</b>			
Employee Name:		Signature:	Date: