

POSITION DESCRIPTION	
Role title: Communications and Marketing Co-ordinator	
Program:	Communications and Marketing
Employment Agreement:	Social, Community, Homecare & Disability Services Industry Award 2010
Classification level/salary range:	As per current Employment Agreement <i>Plus superannuation</i> <i>Plus excellent tax-free salary packaging options available</i>
Hours of Work:	5 Days / 1 EFT / 76 Hours
Tenure:	Fixed Term (2 years)
Location:	Preston Office
Reports To:	Communications and Marketing Director

Organisational Environment
<p>Haven; Home, Safe is the leading provider of integrated homelessness and housing services and Victoria's first registered affordable housing association. Haven; Home, Safe is a dynamic and rapidly growing organisation and the only fully integrated agency in Australia to provide both homelessness services and affordable housing. We are a Charity with DGR status, committed to the communities in which we operate.</p> <p>We have a reputation for excellence and provide a range of innovative support programs and property and tenancy management solutions to some of the more vulnerable people across much of the state. Our current portfolio of 2000 properties houses over 5000 people.</p> <p>Haven; Home, Safe expects a high level of innovation from its executive staff. We expect role-modelled commitment, quality, passion and energy from our employees. In return we offer competitive remuneration packages and attractive benefits. We offer a supportive workplace culture, flexible working conditions, family friendly workplace, training & development opportunities, Employee Assistance Program, salary packaging arrangements and an opportunity to make a real difference within our growing organization</p>



Position Objectives

The Communication and Marketing Manager is a key member of the Corporate Services team, bringing skills, experience, commitment and passion to enhance, develop and add value to all HHS programs. Working closely with the Communications and Marketing Director, this role will be responsible for the development and delivery of overall communication and business development strategies and initiatives. This role will contribute significantly to organisational growth, innovation, and solidification of HHS as a leader in the homelessness and community housing sector.

Responsibilities and Duties

- Develop and implement comprehensive marketing, communications and business development strategies for current and new HHS programs and activities.
- Develop and implement operational, marketing, and business development strategies for HHS and its various social enterprises.
- Prepare and deliver high-quality marketing collateral and stakeholder communications including print, electronic and social media; including the creation and management of two company websites.
- Oversee brand management and guidelines, as well as proactive and reactive PR and media relations.
- Prepare key presentations and reports, including Annual Reports, grant applications, and tender submissions.
- Support the Communications and Marketing Director in developing and managing strategic partnerships and relationships with government, the sector and broader community.
- Manage relationships with external agencies and suppliers in relation to marketing, communication and business development initiatives.
- Develop the research and evaluation framework for HHS programs and activities, including the assessment and identification of gaps and opportunities.
- Contribute to the development and achievement of the wider organisational strategic plan.
- Any other duties as directed by the Communications and Marketing Director, and commensurate with the scope and classification of the position.



- Other duties, functions and responsibilities as directed by HAVEN; HOME, SAFE.

Delegations, authority levels and decision making

- This position reports to the Communications and Marketing Director

Key Selection Criteria

Qualifications & Experience

- A relevant tertiary qualifications in communications, public relations, marketing or similar is required.
- Relevant experience working in a similar communications/marketing role, experience working in the community services sector is desirable
- Experience in a range of communications platforms including newsletter writing and production, speech writing, digital comms, media alerts and releases, as well as internal communications
- Experience in communications, issues management, stakeholder relations and/or community engagement with a demonstrated ability to oversee development and implementation of high-quality strategies in these areas.

Knowledge & Skills

- Exceptional written skills and experience in crafting easy to understand messages for the range of comms tools for specific target audiences
- Excellent relationship building and interpersonal skill and experience in delivering communications outcomes through the management of stakeholders, partnerships and internal relationships
- Well-developed organisational and project management skills with demonstrated ability to set priorities, manage tasks under pressure and to deadlines, provide sound options for decision making to senior management.
- Proven experience and success of supervising and managing staff
- Ability to consult, negotiate, influence and effectively manage issues with a variety of stakeholders from diverse backgrounds and cultures and priorities and issues.
- Demonstrated experience in proactively identifying opportunities and risks, and developing effective mitigation strategies in the communications and stakeholder relations/engagement space.

Personal qualities

- Displays positive personal qualities that demonstrate HHS values, HHS code of conduct
- Exemplifies personal drive and integrity, demonstrates professionalism
- Displays resilience and demonstrates commitment to personal development with a strong emotional intelligence

Inherent Requirements of the Position

- Successful appointment of this position will be subject to:
 - Taking part in recruitment testing as part of the selection process



- Pre-employment medical disclosure form prior to commencement
- Undergo a Police Check and Working with Children Check **prior** to commencement
- All Haven; Home, Safe staff must hold a current Victorian Drivers Licence at all times.
- All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- A sound working knowledge of computers and Microsoft office programs.
- A commitment to and respect of Haven; Home, Safes Values and Expected behaviours.
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

Executive Director

Name: Kerri Carr

Date:

Executive Director of Line Manager

Name: Kerri Carr

Date:

Acceptance of Position Description

To be signed upon appointment

Employee

Name:

Signature:

Date:



Application Information

To be considered for shortlisting and an interview applications must include the following:

- **Cover Letter**
- A statement which describes your suitability against each of the **key selection criteria** detailed in the Position Description;
- A **resume** containing your contact details, summary of work experience, details of qualifications and education
- **Referees** – if required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

Applications can be submitted via our job vacancy page on our website www.havenhomesafe.org.au

For any queries relating to this Position please call 03) 5444 9047 / 03) 5444 9039

Applications must be received before COB Friday 12th July 2019

The successful applicant will also be required to:

- Be available as part of the interview process undertake the accredited APP CPI 260 test
- Pre-employment Medical Disclosure – Haven; Home, Safe is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a Police Check **prior** to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child-related work then you will be required to obtain a Working with Children Check. This will need to be produced **prior** to commencement.
- If you do not already have a WWC Check Haven; Home, Safe will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.