

Position Information

Position Title	Engagement and Communications Officer
Program	Engagement and Communications
Reports to	Executive Manager Mental Health
Direct reports	Nil Direct Reports
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	SCHADS Award Level 5

Organisation Information

TeamHEALTH is a for-purpose community mental health organisation that has been supporting people on their mental health journeys for over 35 years. TeamHEALTH seeks to create community capacity for good mental health so that all people may lead a full and valued life. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

TeamHEALTH provides evidence based mental health services across the stepped model of care, focused on support, recovery and rehabilitation across Darwin, Palmerston and the regional and remote communities of the Northern Territory's Top End. Our services support people across the lifespan and include mental health promotion, early intervention, psychosocial recovery, community housing, residential services, NDIS and Aged Care.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Engagement, and Communications Officer will play a key role in the development of TeamHEALTH's Engagement and Communications Strategy and implementation of the associated Engagement and Communications plan. In collaboration with the Executive Manager, the Engagement Communications Officer will be responsible for strategic internal and external engagement and communications, marketing, media and social media, community awareness, and brand management.

The Engagement and Communications Officer will have considerable knowledge and experience in stakeholder and market analysis, the development of engagement and communications strategies and associated tactical plans, along with implementation of the tactics identified in those plans. These may include but are not limited to marketing, media, social media, events, product development, community awareness initiatives and government advocacy.

The Engagement and Communications Officer will uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

Key Result Areas

1. Engagement and Relationship Management

- 1.1. Foster and maintain effective and professional working relationships with other TeamHEALTH's programs and key external stakeholders across Northern Territory regions.
- 1.2. Engage in stakeholder mapping and analysis including Government engagement and coordination of briefings.
- 1.3. Oversee, implement and evaluate all aspects and activities of TeamHEALTH's Engagement and Communications Strategy and Plan. Provide strategic advice and recommendations to TeamHEALTH Executive and Board on engagement and communications strategies.
- 1.4. Work closely with Engagement and Communications Champions within TeamHEALTH to ensure streamlined Engagement and Communications processes across the organisation to ensure brand integrity.

2. Communications

- 2.1. Implement tactical plans (both internal and external) for key TeamHEALTH initiatives and projects and manage brand awareness.
- 2.2. Oversee the production and distribution of communications collateral for TeamHEALTH including information for participants, Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse Communities, key partners and stakeholders.
- 2.3. Update, edit and produce a range of material and merchandise including annual reports and other service promotion publications.
- 2.4. Coordinate the ongoing development and maintenance of various communication mechanisms like the intranet, website and social media activities having due regard to the customers and stakeholder to which this information is directed to influence.
- 2.5. Focus on promoting awareness to customers, and knowledge in the community about preventing mental illness and addressing the needs of vulnerable people's mental health including Aboriginal and Torres Strait Island people who are affected by a psychosocial disability, psychiatric illness, and/or mental health.
- 2.6. Collaborate with the Executive Manager regarding public events, liaising with external stakeholders, and when appropriate take the lead in organising the messaging for major TeamHEALTH events that primarily involve communication with the public and/or media, e.g. Mental Health Week.
- 2.7. Deliver mental health literacy workshops to a range of stakeholders to address the stigma of mental health and increase help seeking behaviours.

3. Reporting and Evaluation

- 3.1. Identify and make recommendations to the Executive Manager relating to branding, communication and social media utilisation to further support the understanding of internal and external customers and stakeholders.
- 3.2. Assist the Executive Manager in data collection and evaluation.
- 3.3. Ensure that all internal and external reporting, where required, is accurate and completed within timeframes required by funding agreements.
- 3.4. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance discussions.
- 3.5. Participate in team meetings and all staff meetings as required.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Working with Children Check and NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Appropriate qualifications in Marketing, Communications, media, or related discipline, and/ or equivalent demonstrated experience in a related field.
6. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community members, community services and government departments.
7. Demonstrated experience in developing successful engagement and communication strategies.
8. Demonstrated communication skills, including written and verbal, and demonstrated computer knowledge.
9. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
10. Action orientated, flexible and innovative with the ability to work with minimal supervision and collaboratively.

Desirable for Position

11. Understanding of the mental health, or broader health sector in Australia.
12. Experience working in a politically sensitive environment.
13. Certificate IV in Mental Health or willingness to obtain.
14. Mental Health First Aider or willingness to obtain.

Position Description Approval

Approved by	Julia Wormer, Executive Manager Mental Health
Date approved	23 June 2025
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