IMPACT Community Services
108 Bargara Rd, Bundaberg East QLD 4670
P: 07 4153 4233 **Free:** 1800 179 233
E: hr@impact.org.au

POSITION DESCRIPTION

At IMPACT Community Services, our vision is Improving lives, and our mission is to build a caring, inclusive community by creating opportunities that empower individuals and promote meaningful participation. This role supports that mission through compassion, trust, and collaboration to create positive change. Guided by our pillars of Live, Grow, and Prosper, it helps stabilise life circumstances, foster personal growth, and support sustainable employment and social enterprise outcomes.

Position Title:	**Cultural Capability and Connections Lead**		
Position Overview:	To support culturally safe and responsive services for First Nations participants, families and communities across IMPACT's funded Family Mental Health Support Service programs on Butchulla Country (Fraser Coast). The role works collaboratively with participants, staff, community organisations and stakeholders to strengthen First Nations engagement, support culturally responsive practice, build community connections and contribute to improved participant outcomes. As part of the Community and Cultural Connections Unit, the position supports managers and staff to understand and apply culturally safe practices consistent with IMPACT's Cultural Framework, Queensland Child Safe Standards and Universal Principles for Child Safe Organisations. The role may provide day-to-day guidance and support to other Community and Cultural Connections Unit positions where required. (This position does not allow for working from home)		
Award:	Social, Community, Home Care and Disability Services Award 2010	**Classification:**	Social and Community Services Employee Level 4
Department:	Community and Cultural Connections Unit	**Position Code:**	04.044.01
Accountable To:	Communications Manager	**Probationary Period:**	**6 Months** (Monthly reviews are conducted)

Impact Commitment Statement

Our staff actively contribute to IMPACT Community Services' vision, mission, values, and uphold our policies and procedures. In return, they experience the reward of making a real difference in the community, working within a supportive team culture, and benefiting from a strong commitment to learning, development, and meaningful employment benefits.

IMPACT Vision

Improving lives

IMPACT Mission

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation.

IMPACT Community Services
108 Bargara Rd, Bundaberg East QLD 4670
P: 07 4153 4233 **Free:** 1800 179 233
E: hr@impact.org.au

IMPACT Values

IMPACT Community Services culture is driven by the following values

- **Put Wellbeing First**
- **Build Trust in Relationships**
- **Empower Others**
- **Be Compassionate**
- **Celebrate Uniqueness**
- **Work Together**
- **Create Positive Impact**
- **Strive for Excellence**

Key Responsibilities

- Coordinate cultural capability, participant engagement and community connection activities undertaken by the Community and Cultural Connections Unit.
- Build and maintain positive relationships with First Nations participants, families, communities and organisations.
- Support culturally safe and responsive service delivery across funded programs.
- Engage with First Nations participants to better understand their experiences, needs and priorities.
- Support participant consultation, engagement and feedback activities.
- Contribute to workforce coaching, learning and cultural capability initiatives that support culturally safe service delivery.
- Support development of referral pathways and community partnerships.
- Develop and maintain networks with community organisations, stakeholders and service providers.
- Assist with stakeholder mapping, relationship development and information gathering.
- Contribute to service improvement activities by identifying emerging needs, opportunities and participant feedback.
- Provide support and guidance to Community and Cultural Connections Unit staff where required.
- Maintain accurate records and contribute to reporting requirements.
- Maintain a thorough knowledge of IMPACT programs and services to support participant referral and access pathways.
- Take reasonable care for personal health and safety in the workplace and that of others.
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, including assisting with activities that benefit the wider organisation.

Position Requirements

Essential qualifications, skills and experience

- Aboriginal and/or Torres Strait Islander person. This is an identified position.
- Demonstrated ability to build and maintain positive relationships with First Nations people, families and communities.
- Understanding of cultural safety, cultural capability and culturally responsive practice.
- Ability to communicate effectively with a wide range of people and stakeholders.
- Ability to work collaboratively as part of a team and independently when required.
- Demonstrated ability to provide guidance, support and mentoring to others.
- Ability to exercise tact, judgement and maintain confidentiality.
- Effective time management and organisational skills.
- Proficiency in Microsoft Office applications.

IMPACT Community Services
108 Bargara Rd, Bundaberg East QLD 4670
P: 07 4153 4233 **Free:** 1800 179 233
E: hr@impact.org.au

Desirable qualifications, skills and experience

- Experience working within community services, child and family services, mental health services or related sectors.
- Experience supporting workforce capability, coaching or community engagement activities.
- Knowledge of First Nations communities and services on the Fraser Coast.
- Experience supporting continuous improvement or participant engagement activities.
- Ability to collaborate effectively with internal and external stakeholders.

Child Safe Organisation

IMPACT is a Child Safe Organisation, and this position works directly with either children and/or young people. IMPACT is committed to the safety and wellbeing of children and young people and this position must adhere to the National and Queensland Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

Licensing and Administrative Requirements

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class.
- This position must hold a possession of, or willingness to obtain a QLD Working with Children clearance (Blue Card).
- A National Police Check (AFP).

Employee Acknowledgement

I have received, reviewed, and fully understand the position description for this role. I further acknowledge that I am responsible for the satisfactory execution of the essential functions outlined therein, under any and all conditions as described.

Employee Name:	
Date:	
Signature:	