

## POSITION DESCRIPTION

Position:	Communications Coordinator
Reports To:	Chief Executive Officer
Direct Reports:	None
Status:	Permanent, Full time (38 hours per week)
Location:	Richmond
Classification:	Level 6 + superannuation + salary packaging

## ORGANISATION BACKGROUND

**inTouch Multicultural Centre Against Family Violence** provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community.

### Vision

inTouch's vision is for culturally diverse families to live free from violence.

### Purpose

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

## POSITION SUMMARY

We are seeking an enthusiastic and well organised Communications Coordinator to join the inTouch team. This position will provide communications expertise across the organisation to a range of programs and activities, and seek to raise their profile and that of inTouch. The successful candidate will support the implementation of advocacy campaigns on issues affecting the communities' inTouch works with and optimise the impact of the organisation.

This role requires a mature attitude, ability to take control and work autonomously within a team environment. Sound planning and organisational skills are essential, along with the ability to multi-task, prioritise and make strategic decisions. A confident, ethical and professional approach is required for the position.

## KEY RELATIONSHIPS

Internal	Chief Executive Officer, Board of Directors, Executive Management, Victim-survivor advisory group, and team members across the organisation. Effective working relationship required with all inTouch staff.
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External Funders, various Government Departments, service providers, community organisations, multicultural communities, educational institutions, journalists, communication and media suppliers and specialists, future ambassadors.

## POSITION ACCOUNTABILITIES

This position operates solely under limited direction from the Chief Executive Office, and works with the Executive and team members to develop and coordinate inTouch communications.

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### 1. Communications strategy and planning

- Develop the communications strategy for the organisation, in alignment with strategic objectives
- Maintain and develop the organisation's communication tools and key messages
- Develop policies and procedures in relation to your key areas of work, as necessary
- Report on the key communications activities

### 2. Internal communications

- Lead and monitor implementation of the inTouch style guide by all staff
- Engage and liaise with inTouch staff to develop story ideas that raise awareness of the impact of family violence on multicultural communities.
- Collaborate with relevant staff to develop external communications including articles, reports, fact sheets, media releases and other material for print and electronic publication
- Scoping, trialing and implementing communication channels to ensure internal communication needs are met
- Connect across the organisation to understand how to improve communications and gather content
- Build capacity in inTouch staff to contribute to communication and media activities

### 3. External communications

- Lead production of all inTouch collateral and assets ensuring brand integrity is maintained - identify and work with designers, printers, photographers, videographers, media and other consultants, holding them to account for their results and managing contracts
- Contribute to developing inTouch's advocacy strategies and corresponding communication strategies
- Provide strategic advice regarding the dissemination of external communications, including supporting project and fundraising employees and subsequent communications
- Manage inTouch's website, including content creation and updates in consultation with relevant staff
- Manage regular e-newsletter, including editorial direction, writing and editing stories
- Manage social media accounts (LinkedIn, Twitter and Facebook), enhancing inTouch's online communities through compelling, strategic and timely content
- Provide regular analysis and reporting of website, e-newsletter and social media activities

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#### 4. Media and PR

- Provide organisational leadership on media, communications and public relations, including writing and distributing media releases and op-eds
- Initiate and coordinate media inquiries, developing and maintaining relationships with journalists and media outlets, including a media stakeholder database
- Monitor media and advise on media opportunities, keeping staff informed of news that may impact them
- Contribute to the development and delivery of communication strategies for events, forums and training
- Manage external events as required

#### 5. Other

- Other duties as directed by your manager

### PEOPLE MANAGEMENT

N/A

### EXTENT OF AUTHORITY

As per the delegations policy, the incumbent must gain permission from the CEO prior to any purchasing or making public comment on inTouch’s behalf.

### KEY SELECTION CRITERIA

#### Essential

- A tertiary qualification in marketing, communications, media, or a related discipline, and/or equivalent demonstrated experience in a related field.
- Highly developed strategic communications, marketing and project management skills, including effective evaluation.
- Proven track record in building and managing relationships with a range of internal and external stakeholders including senior executives, sector peers and journalists.
- Strong communication skills including: copy writing and editing experience for diverse communities and audiences, with attention to detail and meeting professional writing and editing standards; verbal communication including well developed negotiation skills and the ability to influence others.
- Ability to be self-motivated, show initiative and be responsive and flexible in an environment with time pressures and multiple priorities.
- Experience with website development and website content management systems.
- Experience in brand management and messaging.
- Ability to work collaboratively within a team environment and display leadership to ensure the organisation’s objectives are met.

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### Desirable

- Speaking a language other than English
- Experience working within a community service and/or a multicultural setting
- Experience working within a family violence setting

## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conduct work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identity and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of three months.

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- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a short covering letter explaining why you are interested in this position and attach you CV and a brief (2 pages max.) document addressing the key selection criteria. Applicants who do not address KSC will not be considered.

Email your application to [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)

## AUTHORISATION

I hereby accept the above Terms of Employment.

Signed:

Date:

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Michal Morris  
Chief Executive Officer, inTouch  
Employer

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Name: \_\_\_\_\_  
Employee

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