

Title	Aboriginal Community Engagement Officer		
Group	Governance, Awareness & Policy	Reports to	Manager Communications & Outreach with dotted line reporting to the Community Engagement Lead
Date Prepared	November 2022		
Other	This is an identified Aboriginal and Torres Strait Islander position. EWON considers that being Aboriginal or Torres Strait Islander is a genuine occupational qualification under s 14 of the Anti-Discrimination Act 1977 (NSW).		

EWON is the industry based Ombudsman scheme which provides all NSW energy and some water customers with independent, free, informal dispute resolution services. We work towards achieving fair and reasonable complaint outcomes for all parties, provide leading customer service and influence energy and water public policy. We are not a consumer advocate, nor do we represent industry.

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water consumers.
2. Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Role Purpose

The principal role of the Aboriginal Community Engagement Officer is to raise awareness of EWON and energy and water issues with NSW Aboriginal and Torres Strait Islander communities and improve access to EWON by ensuring that EWON meets the needs of Aboriginal and Torres Strait consumers in NSW. The Aboriginal Community Engagement Officer also provides support to the Investigations Group on individual complaints lodged by Aboriginal and Torres Strait Islander customers.

Key Accountabilities

1. Community outreach	<ul style="list-style-type: none"> • Plans, implements and evaluates outreach activities to increase Aboriginal and Torres Strait Islander community awareness of and access to EWON. • Develops and implements programs to educate Aboriginal and Torres Strait Islander consumers about energy and water issues. • Actively builds and maintains networks of community and government organisations that work with Aboriginal and Torres Strait Islander people, ensuring contact information is recorded and updated.
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	<ul style="list-style-type: none"> • Collaborates and/or forms partnerships with organisations to increase the reach and effectiveness of EWON's engagement initiatives. • Ensures the program of activities for each financial year meets the requirements outlined in EWON's Community Outreach Strategy, including those related to geographic coverage and target groups (eg people with disabilities). • Organises events and presents to groups. • Liaises with Aboriginal and Torres Strait Islander consumer and advocacy groups to keep informed about their concerns and issues in relation to energy and water services. • Coordinates and participates in EWON and other stakeholder networks and working groups as required, for example the Good Services Mob and community interagency groups. • Plans and monitors activities to ensure compliance with annual Aboriginal community engagement budget.
2. Information resources and publications	<ul style="list-style-type: none"> • Identifies Aboriginal and Torres Strait Islander community resource needs, and assists with the development and distribution of resources in consultation with communications staff. • Provides information about Aboriginal community outreach activities for EWON's Annual Report and newsletters and other publications as required.
3. Aboriginal and Torres Strait Islander casework	<ul style="list-style-type: none"> • Communicates with Aboriginal and Torres Strait Islander customers about the investigation of their matter and assists with referrals to appropriate agencies as necessary.
4. Promotes awareness of Aboriginal and Torres Strait Islander issues and cultural awareness within EWON	<ul style="list-style-type: none"> • Helps raise awareness of Aboriginal and Torres Strait Islander cultural perspectives and promotes understanding of issues impacting on communities amongst EWON staff. • Delivers Cultural Protocols Training as part of EWON's staff induction process. • Supports staff in delivering EWON's Reflect Reconciliation Plan.
5. Professional Responsibilities	<ul style="list-style-type: none"> • Takes steps to maintain and develop knowledge of energy and water issues and assistance available for consumers. • Shares knowledge obtained through stakeholder engagement and outreach activities with EWON staff • Actions are in line with EWON values, Charter and management decisions.
6. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> • Takes reasonable care for their own health and safety • Takes reasonable care for the health and safety of others • Attends WHS training as required by EWON • Complies with any reasonable instructions, policies and procedures given by EWON

7. Team Contribution	Displays EWON Values and Behaviours		
	Independence Integrity	One Team Service Excellence	Respect Social Justice
	Planning and Reporting <ul style="list-style-type: none"> Actively contributes to the development and delivery of the team's annual operational plan and outreach budget. Contributes to the team's monthly dashboard and reports. Ensures delivery of KPI targets and achievement plan commitments. 		
	Teamwork <ul style="list-style-type: none"> Actively contributes to effective teamwork within own team and across EWON. Displays the EWON values and supporting behaviours. Ensures service excellence processes with a focus on continuous improvement. 		
Additional Duties	Organisation Relationships <ul style="list-style-type: none"> Fosters good communication and cooperative relationships within EWON. 		
	Undertake other tasks as reasonably required and/or requested.		

Key Behavioural Capabilities

Resilience	Managing Work
Collaborating	Decision Making
Emotional Intelligence Essentials	Earning Trust
Service Excellence	Communication
Adaptability	Work Standards

Key Relationships

Internal	Community Engagement Officer Investigations Officer (Outreach) Communications Officers	Ombudsman General Manager, Governance Awareness & Policy Manager, Communications & Outreach (supervisor)
	Investigations Officers	GAP Team Assistant Administration Assistant
External	Staff at other agencies	High level stakeholders
	Venue staff	Event attendees

Required Qualifications/Knowledge and Experience

Essential knowledge, skills and experience		
	Able to travel within NSW	<ul style="list-style-type: none"> Flexibility and willingness to travel frequently, often for up to a week at a time, work on weekends, early mornings and evenings, as required.
	Full NSW drivers' licence and access to own vehicle	<ul style="list-style-type: none"> Willingness to use own vehicle to travel to local events (mileage reimbursed)
	Experience working with Aboriginal and Torres Strait Islander communities	<ul style="list-style-type: none"> Experience working with Aboriginal and Torres Strait Islander communities in a similar role. Highly developed understanding of protocols for interacting with Aboriginal and Torres Strait Islander people in a culturally appropriate manner.
	Knowledge of Aboriginal and Torres Strait Islander culture	<ul style="list-style-type: none"> High level understanding of the historical context of Aboriginal and Torres Strait Islander disadvantage Up to date knowledge of current issues impacting on Aboriginal and Torres Strait Islander communities.
	Experience building and maintaining strong stakeholder networks and partnerships	<ul style="list-style-type: none"> Strong track record in building, growing and maintaining networks with a range of stakeholders to expand reach and maximise engagement outcomes. Experience identifying, establishing and strengthening strategic partnerships.
	Event coordination	<ul style="list-style-type: none"> Experience planning and coordinating events, including the ability to troubleshoot when necessary.
	Customer service experience	<ul style="list-style-type: none"> Strong track record in delivering excellence in customer service, including in challenging circumstances.
	Communication and technical skills	<ul style="list-style-type: none"> Excellent written, verbal and interpersonal communication skills. Excellent verbal, written and interpersonal communication skills. Strong presentation and public speaking skills. Ability to compile documentation and write reports. Computer literacy, including experience using Microsoft office (Excel, Word, PowerPoint).
	System development and process improvement	<ul style="list-style-type: none"> Ability to develop and implement systems to assist with planning and tracking outreach activities. A focus on continual process improvement.
	Teamwork	<ul style="list-style-type: none"> Works collaboratively with members of the team to ensure quality outcomes. Identifies opportunities to collaborate across the team to maximise effective use of resources.

Personal attributes	<ul style="list-style-type: none"> • Self-starter, with initiative and high level of resilience. • Resourceful and adaptable. • Highly flexible with the willingness to work in a range of environments. • Positive, with high levels energy levels to deliver service excellence.
Desirable knowledge and experience	
Awareness of the community welfare sector	<ul style="list-style-type: none"> • Knowledge of key community organisations and their areas of responsibility.

About Our Workplace

EWON is strongly committed to maintaining a constructive workplace where people are openly encouraged to express their views and feel safe to speak up if they experience or witness discrimination, bullying or harassment at work.

EWON staff are bound by confidentiality requirements and must sign a confidentiality agreement on commencement of employment, and are to advise of any conflicts of interest in carrying out the role.

EWON is an equal opportunity employer and promotes a safe and healthy, harassment free work place.