



Midwest Multicultural Association Inc
P O Box 7428, Geraldton WA 6531
Email: midwestmulticultural@gmail.com
ABN 488 136 787 42

POSITION DETAILS

Position Title: Engagement Officer
Location: Maitland Street, Geraldton
Employment Type: Casual

BACKGROUND

The Midwest Multicultural Association (MWMA) will build its operational capacity to expand advocacy and support programs for the culturally and linguistically diverse (CaLD) communities in the Midwest region while supporting social cohesion activities.

This will be achieved by the employment of a part-time Engagement Officer to focus on:

- *Administrative support to the committee and its members*
- *Finance management*
- *Ongoing operations support*
- *Event organisation support*
- *Existing and expanded advocacy*

This position has been created with three-year funding from the Office of Multicultural Interest's Community Support Fund program to 31 December 2025. Funding is subject to an annual report of Key Performance Indicators (KPI's) being met.

ABOUT MIDWEST MULTICULTURAL ASSOCIATION

MISSION	VISION	PRINCIPLES/VALUES
To promote and celebrate the rich cultural diversity in our region.	To be a leader in creating an inclusive community in the Midwest region	Professional Diverse Welcoming Respectful

Midwest Multicultural Association objectives:

- Respectfully acknowledge the Yamaji people of the Midwest as traditional owners of this region
- Promote cultural and linguistic diversity (CaLD) within the community
- Promote social and recreational activities for association members within the wider community
- Provide assistance in developing social support networks for newly-arrived and local families within the Midwest community

REPORTING RELATIONSHIPS

Position reports to

- Secretary MWMA

Positions reporting to this position

Nil

PURPOSE OF THE POSITION

The Engagement Officer is the face of the Midwest Multicultural Association and is to assist in networking the organisation in the community.

The position proactively coordinates and facilitates a range of administrative and resource management functions, undertakes some promotional activities as well as undertaking research and project related activities.

Key areas of responsibility include:

- ❖ Regular contact with cultural groups
- ❖ Maintain MWMA database and member contacts
- ❖ Assisting to deliver two annual community festivals
- ❖ Assisting to deliver two minor events
- ❖ Assisting with emails and updating website
- ❖ Attending stakeholder meetings as required
- ❖ Reviewing and updating the service directory on MWMA website
- ❖ Connecting new arrivals to local services

KEY ACCOUNTABILITIES

- As the “face” of the Midwest Multicultural Association (MWMA), deliver a consistent and responsive customer experience via a range of delivery methods, including face-to-face, email, phone and social media.
- Drive effective customer engagement and build relationships with customers and stakeholders and gather their feedback to measure satisfaction. If any difficulties, make recommendations to supervisor.
- Records management – ensure key documents are saved in relevant folders (whether electronically or hard copy). Ensure confidentiality is maintained at all times.
- Manage event/operational budgets as required to ensure that income and expenses are controlled and monitored accurately. Report on any variations and develop strategies to enable forward planning as required.
- Comply with the Organisation’s Constitution
- Comply with Work Health and Safety, Equal Opportunity and other legislative requirements in relation to working with the public

- Observe the Principles/Values of the organisation to create positive networks namely by being:
 - Professional
 - Diverse (adaptable)
 - Welcoming
 - Respectful

WORK RELATED REQUIREMENTS

Essential pre-employment requirement and must be obtained prior to commencement:

- ❖ National Police Certificate (police clearance) and
- ❖ Working with Children Check
- ❖ Driver's Licence

Applicants should demonstrate their capacity to meet the following criteria, which should be read in conjunction with the specific responsibilities of this role.

SELECTION CRITERIA

All criteria essential unless otherwise stated.

Qualifications and Experience

- Experience in engaging with community and developing effective working relationships
- Experience coordinating community events
- National Police Clearance
- Working With Children Check
- Driver's Licence

Knowledge and Skills

- Demonstrated experience in working effectively with culturally and linguistically diverse communities or organisations
- Experience in working both independently, and in a team
- Ability to speak and write in English
- Ability to produce written communications which are accurate and concise
- Experience in the use of Microsoft Office suite of products
- Demonstrated ability to exercise initiative, judgement and discretion whilst working in an environment that requires confidentiality.
- Demonstrated ability to apply reporting, accounting and problem-solving skills in order to achieve the best outcome for the organisation and key external stakeholders
- Effective time management skills with the ability to effectively prioritise a number of tasks and meet deadlines as required

Highly desirable

- Demonstrated ability to write reports and grant applications
- Willingness to work outside of normal business hours if required (for example at a festival on the weekend)

Referees

- Names and contact details of two referees to be provided.

Probation period:

- Three months from commencement of employment.

DECLARATION

I have read and understood the contents of this position description and accept the following:

- ❖ This position description is aimed at describing the core output and not intended as a complete list of responsibilities, with the focus being on key outputs and flexibility. I may be required to perform other duties that are consistent with my position including temporary activities or projects.
- ❖ My position is dynamic and that continuing change and improvement of processes, practices, knowledge, skills and behaviours is expected by the Midwest Multicultural Association and this position description facilitates this development that I will actively invest in.

Employee Name: _____

Employee Signature _____

Date: _____