

Engagement Coordinator Position Description Expression of Interest – Guidance

Introduction

You are likely to be reading this as you are interested in applying to be an Engagement Coordinator and are considering submitting an Expression of Interest (Eol).

The application process is via a short form in which you will explain why you are interested in the role and your relevant skills and experience (the skills and experience we are looking for are shown in Figure 1 below).

The Eols should be submitted [online](#) by 17th January 2022.

If you have not done so already it will be useful to review:

- [The Engagement Coordinator Position Description](#)
- [The Q&A Information session](#)
- [The Eol Form](#)

Position Description

After receiving capacity building training, the role of the Engagement Coordinators will be to design and deliver feedback sessions around the two new aspects of the Program - the Program Outcome Framework (POF) and Member Value Proposition (MVP) - which are explained in the Position Description.

To support this, the Engagement Coordinators will also be active in encouraging members to participate in the sessions. The key aspects of the role, the benefits of being an Engagement Coordinator, and the skills preferred are outlined in the figure below.

| What ECs will do | The benefits of the role | Skills/experience preferred |
|---|--|--|
| <ul style="list-style-type: none">• Participate in design and delivery of engagement sessions for members (re the POF and MVP) with CDCs and Think Impact• Motivate members to engage and participate in sessions• Be a conduit for member voices• Participate in summarising feedback and feeding back to members the results of approach• Provide feedback on role through the pilot. | <ul style="list-style-type: none">• Gain a deeper understanding of the POF and MVP• Capacity building training to build facilitation skills• Gain practical experience designing, co-facilitating and summarising member feedback from sessions• Build a greater understanding of the co-op network• Strengthen and grow connections within the co-op network. | <ul style="list-style-type: none">• Interest in amplifying the voices of co-op members• Active listening skills• Previous experience with Zoom or other virtual meeting tools• Ability to understand and reflect diverse or competing perspectives• Ability to understand the importance of maintaining neutrality• Previous experience in a people-facing role or previous volunteering experience outside the program• Strong awareness and connections within your co-op• Interest in engaging with other co-ops• Passion for the co-op model of housing |

Figure 1 Engagement Coordinator profile

Completing the EoI

The guidance below shows type of information we are looking for in relation to each of the bullet points under the 'skills/experience preferred' section of the Position Description. This guidance will help you to complete the EoI by prompting you on what type of information to include.

As indicated in the Q&A Information Session, we are aiming to make this process as inclusive as possible. The skills and experience are **preferred** and where people do not have some of them, we can provide training and support.

The EoI Form will allow you to provide answers about why you think you have the skills and experience that are being looked for. Questions 1-5 on the EoI Form ask for basic information we need about you such as name, address etc. Questions 6-9 require a little more information to be provided, as explained below:

Question 6 – this asks you to briefly say why you want to be an Engagement Coordinator.

- Here it might be useful to note what is motivating you to do this.

Question 7 – this asks you what skills or experience you have.

- Below is some guidance as to what we are looking for in terms of each of the criteria in the Position Description:

Interest in amplifying the voice of co-op members

- Here it might be useful to say something about why you think co-op members should have a voice in relation to the Program Outcome Framework and the Member Value Proposition and why you are interested in listening to that 'voice'.

Active listening skills

- Here we are looking to know whether you've had any training or work experience that has included active listening skills or whether you've been involved in voluntary work that has involved active listening.

Previous experience with Zoom or other virtual meeting tools

- It is likely that we will be doing part of the engagement process virtually. Here we are looking for examples of when and how you have used virtual meeting tools either as a participant or as a facilitator.

Ability to understand and reflect diverse and competing perspectives

- It is likely that during the engagement process you will be hearing from different co-op members that do not agree with each other, or have different perspectives on what is the best option, etc. Here we are looking for examples of when you've had to manage people with different views.

Ability to understand the importance of maintaining neutrality

- In the situation mentioned above where there may be different views amongst members, it is key that the Engagement Coordinator does not take sides or promote one view over another, even if they agree with one of the views. For everyone to feel listened to, all opinions need to be heard. Here we are looking for examples of when you've had to make sure all views are heard and remain impartial.

Previous experience in a people facing role or volunteer experience outside the program

- Here we are looking for examples of jobs or volunteer positions you've held that involved working with people.

Strong awareness and connections within your co-op

- Here we are looking to hear about how you are connected into your co-op. Give examples of the types of things that are going on for your co-op and/or discussions you've been involved in.

Interest in engaging other co-ops

- Here it might be useful to say something about why you think it is important to build networks with other co-ops and why you particularly want to do this.

Passion for the co-op housing model

- Here it might be useful to say something about why you think co-op housing is important and what value you get out of being in a housing co-op.

Question 8 – This asks you what you hope to gain from being an Engagement Coordinator.

- It would be useful to have a few sentences on what you see as the benefits to you.

Question 9 – This asks if you require any support

- There is no need to add anything here if you don't need support, but by letting us know what you might need, this will enable us to plan how we might include you as an Engagement Coordinator.

Questions

If you have any questions about the guidance, then contact Amy King (amy.k@cehl.com.au).