

ROLE DESCRIPTION

Role: HSP/RISE Engagement Manager

Similar roles: National Manager, Program Manager

Line Manager: HSP/RISE Senior Manager

Team: Policy and Programs

Number of reports: N/A

Employment status options: Full-time

Location options: Gadigal Country (Sydney Office) - Hybrid

Indigenous Identified: Yes

What is my main purpose in this role?

- Your role is pivotal in fostering positive relationships with key stakeholders, including participants, partners, community members, and internal teams. This position requires a strategic approach to programmatic engagement and stakeholder management, excellent communication skills, and the ability to drive engagement initiatives that align with organisational goals.

What does success look like in this role?

- High retention rate of existing partner schools
- Stakeholder feedback includes students, carers and their families, Elders and Partner schools, and Tutoring Suppliers.
- Finding new suppliers to partner with to support our HSP/RISE Programs.
- Contribution to team dynamics

What are my key responsibilities?

- **Stakeholder Mapping and Analysis**
 - Identify key stakeholders relevant to achieving Aurora's mission, objectives, and projects.
 - Conduct stakeholder analysis to understand their interests, expectations, and potential impact on organisational initiatives.
 - Develop stakeholder engagement plans tailored to the needs and preferences of different stakeholder groups.
- **Relationships Building and Management**
 - Lead the recruitment process of students into the HSP and RISE project from school MoU sign off to student application approval.
 - Cultivate strong relationships with stakeholders through regular communication, meetings, and events.

- Serve as the primary point of contact for stakeholders, including schools Elders and Suppliers, addressing inquiries, concerns, and feedback promptly and professionally. Oversee third party tutor management processes in regards to delivery of tutoring services to participants.
- Collaborate with internal teams to ensure stakeholder needs are incorporated into decision-making processes and project planning.
- **Coordination & Facilitation**
 - Plan and execute program participant engagement activities including HSP camps, RISE one day engagements and family days, learning plans and other activities.
 - Deliver or lead some lessons and other activities during camp and, where possible, use these opportunities to train and coach camp staff and Mentors.
 - Design and coordinate training on program content, planning, assessment and pedagogy for program staff, Elders, and Mentors.
 - Coordinate and participate in reflective and continual improvement practice.
- **Communication and Advocacy**
 - Develop and implement communication strategies to convey Aurora's mission, values, and achievements to stakeholders effectively.
 - Advocate for stakeholder interests within the organisation, advocating for their needs and concerns during decision-making.
 - Produce engaging content for various communication channels, including newsletters, social media, and presentations.
 - Manages the HSP and RISE Public relationships.
 - Collaborate with the Development team to utilize Aurora's voice brand and support fundraising initiatives.
- **Stakeholder Engagement Initiatives**
 - Plan and execute program participant engagement activities including HSP camps, RISE one day engagements and family days, learning plans and other activities.
 - Identify and collaborate with appropriate external facilitators and organisations to deliver engagement activities and lessons.
 - Work closely with Elders on curriculum and pedagogy implementation.
 - Establish collaborative relationships with students, parents/carers, communities, curriculum experts, and key Aboriginal and Torres Strait Islander groups.

- In collaboration with the Monitoring and Evaluation Manager, plan and execute real-time and post-program evaluation processes with program participants, families, Aurora staff, Elders and Mentors, teachers, key stakeholders and independent evaluators.
 -
 - Plan and execute stakeholder engagement initiatives such as workshops, focus groups, and advisory councils.
 - Facilitate dialogue and collaboration between stakeholders to foster mutual understanding and consensus-building.
 - Monitor and evaluate the effectiveness of engagement initiatives, gathering feedback and adjusting as necessary.
- **Issue Management and Conflict Resolution**
 - Anticipate and mitigate potential conflicts of interest or issues that may arise between stakeholders and Aurora.
 - Act as a mediator or facilitator to resolve disputes and find mutually beneficial solutions.
 - Document and report on stakeholder concerns, escalating critical issues to the HSP/RISE Senior Manager as needed.

Aurora values the contribution of each team member's unique skills and expertise toward achieving its objectives. The organisation is committed to supporting employees in identifying opportunities for growth and improvement, sharing their insights, and adding value wherever they can.

Aurora is an EEO employer that welcomes applications from people who have a disability, are LGBTIQ+, and people of culturally diverse backgrounds.

Other requirements of the job.

Cultural Safety

- Comply with cultural safety principles about overcoming the cultural power imbalances of places, people and policies to contribute to improvements in Aboriginal and Torres Strait Islander education. This includes:
 - Continuously growing and applying understandings of Aboriginal and Torres Strait Islander cultures;
 - Actively reflecting critically on the potential for one's own unconscious bias;
 - Continuously supporting reform (internally and externally) to ensure procedures, processes and program practices are culturally safe.

Child Safety / Working with Vulnerable People

- Maintain the National Child Safety, Code of Conduct and Procedure.
- Work with internal staff and external advisors to provide internal training and advice on child safety matters.
- Role model the required behaviours including:
- Providing a welcoming and safe environment for children and young people.
- Promoting the safety and well-being of children and young people associated with the program.
- Interacting with children and young people in ways that are positive and safe.
- If required, provide adequate care and supervision of children and young people associated with the program.
- Acting as a positive role model for children and young people.
- Report to an appropriate person any suspicions, concerns, allegations or disclosures of alleged abuse against children and young people.
- Manage reports of any suspicions, concerns, allegations or disclosures of alleged abuse against children and young people.

Organisational Participation

- Work collaboratively with team members to contribute broadly to the achievement of Aurora objectives.
- Participate in organisational and team planning initiatives.
- Provide regular reporting as required.
- Promote and monitor issues of work, health and safety.
- Undertake other responsibilities and duties within the scope of this role, as directed.

What will make me successful in this role?

- **Purpose and values**
 - To align with our vision that supports Aboriginal and Torres Strait Islander students to realise their full education and employment potential.
 - To uphold our core values of respect, collaboration, accountability, and impact.
 - To promote cultural, psychological, and child safety, and encourage an inclusive and supportive environment.
 - To be a leader who prioritizes purpose and people, and is dedicated to achieving excellence, promoting well-being, and fostering personal and professional growth.

- **Experience**

- A demonstrated understanding of Indigenous histories, cultures, organisations and the issues facing Indigenous people in Australia meeting their aspirations for their communities and families. Provide regular reporting as required.
- The ability to communicate effectively with Indigenous people, stakeholders and organisations.
- A strong eye for detail and task orientation.
- An aptitude to work towards multiple deadlines in a calm and measured manner.
- Strong verbal communication and interpersonal skills, with an ability to collaborate across teams.
- Well-developed written communication capabilities.
- Ability to balance taking direction and exercising initiative.
- Bachelor's degree in business administration, project management, or a related field.
- 5+ Years experience in Program Management

- **Skills**

- Focus on impact and results.
- Networking.

Leadership.

**All employees must have a working with children check (WWCC), police check, and references. Aurora will inform candidates/employees when checks are conducted. Aurora will cover these expenses.*

What are the benefits when working at Aurora?

- To be inspired by our purpose, leaders, and team members, with 93% of our team members recommending Aurora as an excellent place to work.
- To experience a culture of psychological and cultural safety, with 96% of team members viewing Aurora as an inclusive organisation.
- To have a healthy work-life balance, with a hybrid work model, "No Meetings Fridays," , and access to Sonder, Aurora's health and wellbeing app. We also offer policies that support employees' personal and professional goals, such as study leave, cultural leave, and parental leave.

- To have opportunities for personal and professional growth, with multiple training sessions, Yarns with Elders and mentors, and internal development programs.
- We offer a competitive salary. Your salary would be between **\$100,000 and \$130,000** depending on your experience + super + Non-for-Profit salary package (<https://eziway.net.au/>).

LET'S TALK!

If you want to have a confidential conversation about this role, please contact PC@aurorafoundation.com.au we will be delighted to speak with you.

To know more about Aurora Education Foundation please visit

<https://aurorafoundation.com.au/> or follow us    

Artwork created by our Aurora High School Program Students