

POSITION DESCRIPTION

Community Advisory Committee – Community Member



Document History

Version	Description of Change	Date approved by Trust or Change Made	Comments
1.0	New Position Description		

1. Primary Responsibility

The Southern Metropolitan Cemeteries Trust (SMCT) Community Advisory Committee (Committee) is formally constituted under s.18D of the Cemeteries and Crematoria Act 2003 and reports directly to the Trust (Trustees of SMCT).

The Committee has an advisory role to facilitate community engagement and the provision of advice, guidance and insights regarding the needs and preferences of the communities, which SMCT serves. It has no executive authority.

Broadly, the role of the Committee is to:

- Provide a process for customer and community engagement regarding SMCT's current or proposed products or services;
- Provide strategic advice, from consumer and community perspectives, in relation to SMCT's current or proposed products or services, including major initiatives and changes; and
- Advise the Trust on community issues in relation to its communication with the communities it serves.

The Committee has responsibility to:

- Advise the Trust on strategies to enhance and promote effective consumer and community engagement.
- Assist the Trust to carry out its responsibilities and commitments relating to consumer and community engagement and its impact on service outcomes.
- Advocate to the Trust on behalf of consumers and the community and advise the Trust on priority areas and issues requiring consumer and community input and involvement.
- In consultation with the Trust, support the development of a community engagement plan for consideration by the Trust and monitor implementation and effectiveness of the approved plan.
- Monitor the implementation of the Trust's strategic plan as it relates to consumer engagement.
- Develop an Annual Committee Workplan that reflects the requirements of the community engagement plan outcomes.

This position description should be read in conjunction with the SMCT Community Advisory Committee Charter.

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2. Person Specification

Community members are appointed by the SMCT Trustees on the recommendation of the Committee Chair, and the Executive Sponsor(s). The selection criteria for membership to the Committee are guided by the Department of Health's "Community Advisory Committee Guidelines - Class A Cemetery Trusts" and the SMCT Trustees.

Selection criteria include:

- Capacity to reflect views of the SMCT community;
- Links to community and /or consumer groups;
- Able to bring knowledge of the opinions and policies of community groups to the committee.

Eligibility considerations:

- Community members are appointed as individuals, and not as a representative of any organisation;
- Community members are selected on their community networks and relevant sector consumer experience, as well as their capacity to work at a strategic level, rather than an operational level, or personal concerns and individual issues;
- Community advisors who currently serve on another Cemetery Trust Community Advisory Committee or similar strategic consumer advisory committee will be considered on a case-by-case basis due to the potential for conflict of interest;
- Applicants/Committee members who are (or become) directly involved in or employed by funeral directors, stonemasons or in the provision of cemetery sector services are not/no longer eligible for membership to the Committee;
- Community members must meet the SMCT Community Advisory Committee eligibility criteria.

3. Position Responsibilities

Strategic Support

- Demonstrate an awareness and understanding of the SMCT strategic and business plans and contribute to the Annual Committee Work Plan, to support the achievement of community engagement objectives.
- Demonstrate an awareness and understanding of the annual SMCT Community Engagement plan and how the Committee contributes to reaching the stated outputs/objectives.

Identify Issues & Opportunities

- Identify and advise the SMCT Trust on priority areas, opportunities, and issues requiring consumer and community participation.

Representing the Community

- Advise the Trust on behalf of the community, including promotion of greater attention and sensitivity to the needs of communities and consumers whom SMCT serve;

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- Advise the Trust on local community issues in relation to cemetery services;
- Actively participate in developing cultural competence and demonstrate an understanding and empathy with individuals from a diverse range of cultures and backgrounds.

Communication

- Facilitate two-way communication between consumer, and community groups and the SMCT Trustees.
- Make every effort to remain abreast of the needs of the community.
- Advise SMCT on strategies for continuously improving communicating with the community.
- Maintain confidentiality and privacy.

Promote Participation in the Committee

- Continually strive to raise awareness of the Committee and its role.

Participate in Meetings

- Attend meetings as scheduled (at least 4 per year) – minimum of 75% of scheduled meetings.
- Agenda and supporting papers will be sent approximately one week prior to meetings.
- Members are expected to be familiar with the content.

4. Reporting Relationships

Internal Relationships: CEO, Chief Customer Officer, Communications & Engagement Manager, Senior Community Engagement Lead, Community Advisory Committee – Community Members, SMCT Trust members.

External Relationships: Members of the community, Stakeholders.

5. Standards of Practice & Organisational Responsibilities

Organisational Values

- Passion Commitment in heart and mind
- Respect By valuing every voice
- Integrity Doing what is right
- Dedication To the needs of our clients and our people
- Empathy To listen and reflect with sensitivity

Organisational Responsibilities

- Demonstrate a high level of commitment to the health, safety and wellbeing of our employees, customers and communities in which we operate.
- Communicate in an open, factual and timely manner.
- Pursue excellence in all tasks and responsibilities.

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- Promote and maintain a high standard of respect and conduct when interacting with all stakeholders; ensuring each and every person is treated with fairness and equality.

SMCT Capabilities

- Customer Connectivity
- Innovation & Continuous improvement
- Inspiring Others
- Building Talent
- Agility
- Work Well, Live Well

6. Key Competencies

It is desirable that community members demonstrate:

- Ability to inform and or influence decision making at a strategic level.
- Ability to reflect and articulate community issues at a strategic level, in order to advocate to the SMCT Trustees on Committee matters.
- Contribution of specialist knowledge and expertise by providing consumer, and community perspectives.
- Connection to, and activities undertaken with, established formal or informal community or consumer networks; individual consumers with the capacity to develop such links will also be considered.
- A sound understanding of relevant community issues that could impact the future service delivery of SMCT.
- Capacity to engage with staff and consumers on strategic issues pertaining to Committee work.
- Capacity to work constructively as a team member as well as undertake and lead Committee activities as required.
- Participate actively and respectfully in discussion and formal meetings, including being receptive to other perspectives when querying or challenging topics under discussion.

7. Other Position Requirements

- Committee members are appointed by SMCT following formal application and interview process.
- All appointments to the Committee (other than Trust members) shall be for a period of between two and three years. Appointment terms may vary in term to ensure continuity.
- All Committee members are required to abide by SMCT values and adhere to SMCT policies and procedures.

Acknowledgement

I acknowledge that I have read and accept the duties as set out above and will abide by these throughout the course of my employment.

Employee Name:		Signature & Date:	
Manager Name:		Signature & Date:	