

National Communications & Engagement Manager

Location:	Remote
Position Type:	Full Time – 38 Hours per Week Fixed-term contract Working outside of normal business hours and some travel will be required
Employment Instrument	SCHADS Award – Level 6
Delegation:	In accordance with Thirili Delegations Policy
Reporting to:	Chief Operating Officer
Number of direct reports:	Nil.
Salary:	Per award, salary packaging available

Aboriginal and Torres Strait Islander people are encouraged to apply for this opportunity (under section 51 of the Equal Opportunity Act 1984)

Organisational Overview

Thirili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation, we recognise the strengths of our communities and uphold protective boundaries for individuals, families and communities that allow self-determination.

Our Vision

That Aboriginal and Torres Strait Islander families and communities are thriving and flourishing for future generations.

Our Purpose

To provide support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

Our Cultural Values

Our cultural values are embedded into all aspects of our organisation. We are:

- Collective, working with communities by invitation to support community led decision making,
- Respectful, working with communities under their protocols, at their direction,
- Reciprocal, ensuring we provide support and service when communities grant us their trust,
- Relationship based: we understand, and respect that our relationship with individuals, families and communities is based on a continuum of care which reaches beyond any one incident or event, and is founded in our shared identity as Aboriginal and Torres Strait Islander peoples,
- Diverse, our organisation reflects the complex composition of Aboriginal and Torres Strait Islander communities in Australia, is inclusive and accessible to all.

Position Overview

The **National Communications & Engagement Manager** is responsible for developing and implementing Thirrili's communications and stakeholder engagement strategies. The role leads engagement activities and events that inform professional groups and the wider community while supporting the organisation's strategic objectives and responsibilities.

This position works across all business units to design and deliver tailored communications and stakeholder engagement plans that respond to emerging trends, sector issues, and the needs of specific professional groups.

The role also provides expert communications advice to the Executive and key stakeholders, ensuring high-quality, targeted communication, education, and information that strengthen relationships, build trust, and contribute to achieving Thirrili's strategic outcomes.

Key accountabilities

- Partner with the Chief Operating Officer to implement Thirrili's Strategic and Communications Plans.
- Lead the development and delivery of communications and stakeholder engagement strategies to enhance relationships, strengthen Thirrili's reputation, manage issues, and ensure clear and consistent messaging.
- Build and maintain strong, meaningful relationships with stakeholders, industry partners, and all levels of government to increase awareness of Thirrili's programs, people, and strategic objectives, fostering a collaborative environment for initiatives.
- Align internal and external communications by working closely with the Chief Operating Officer to ensure clarity of messaging, genuine consultation, and proactive identification of emerging issues, supported by targeted communication strategies.
- Act as the central liaison point for key stakeholders, ensuring effective two-way communication, timely resolution of matters, and coordinated, tailored responses.
- Provide specialist communication services, including media liaison, speech writing, press releases, educational materials, and community engagement support for operational delivery.
- Lead the design, development, and delivery of community consultations and resources that strengthen engagement and build trust with stakeholders.
- Represent Thirrili in external communication and stakeholder networks to maintain visibility and influence.
- Develop, implement, and monitor Thirrili's member and stakeholder engagement strategies.
- Take the lead and contribute to the preparation and production of Thirrili's Annual Report.
- Responsible for Thirrili's social media presence, including content development, scheduling, and alignment with organisational policies and values.
- Undertake other duties as required to support the success of Thirrili's communications and external relations.

Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

In addition, Thirrili seeks a set of attributes amongst all employees. These attributes being:

- Culturally safe and responsive in practice;
- Proficient at working closely with diverse teams;
- Trauma informed; and
- Ability to work in a hybrid workforce model – in office or remotely.

Relevant Qualifications and Work Experience

- Tertiary qualifications in communications, marketing, or related discipline.
- Proven experience in developing and delivering communication and engagement strategies to support organisational goals.
- Strong attention to detail.
- Experience engaging diverse audiences using online and social media platforms.
- Empathy, willingness to learn and team-orientated approach.
- Experience in not-for-profit, for-purpose, or community-based organisations (desirable).

Essential Criteria

- Demonstrated knowledge and experience in managing social media channels, including creating content, digital assets, monitoring, managing, and responding to comments, and reporting.
- Well organised, superior written communication and proof-reading skills.
- Demonstrated planning and organisational skills, including the ability to meet deadlines with competing priorities and deliver work to a high standard.
- Proficiency in using digital tools including management of the tools (e.g. Microsoft 365, SharePoint)
- Proficiency in using digital platforms (e.g. Canva, Adobe Creative Cloud, Meta Business Suite, Mailchimp, Google Analytics, WordPress etc)
- Strong interpersonal and verbal communication skills.
- Ability to develop and maintain effective internal and external working relationships.
- Demonstrated quality decision making using good judgement in a high-pressure environment, expertise, and knowledge, along with a driven and enthusiastic nature.

Mandatory

- Motor Vehicle Driver's License.
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check/Working with Vulnerable Peoples

** Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.*

Special Conditions

It is required that all Thirrili staff facilitate, lead and support community engagement activities where the strategic plan requires our participation, and this is inclusive of promotion of those events and reporting. It includes contributions to key communications channels, such as newsletters, social media and contract reporting.

It is also a prerequisite that staff, will from time to time, be required to manage and lead national/state/regional meetings/events/ functions based in their jurisdictions, with support from their Managers and Coordinators.

All Thirrili staff are expected to promote the organisation's strategic goals, present the organisation as a professional and respectful culturally immersed service, and represent Thirrili positively to external stakeholders and communities.

As the organisation is required to respond to suicide and trauma, which is unpredictable in timing, the incumbent is expected to be flexible and responsive with their availability to work and travel to other areas from the position base and within Australia as required.

Thirrili Ltd will meet accommodation and travel expenses in accordance with organisational Policies and the relevant ATO Determination.

I have read, understood, and accept the role and responsibilities outlined in the position description.

Employee: _____ **Date:** _____

Signature: _____

Manager: _____ **Date:** _____

Signature: _____