

Communications Officer

Head Office

15 Abbott Street, Camp Hill, QLD, 4152

Tel: (07) 3900 8100



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Communications Officer	
Reports to	Manager – Marketing, Communications and Fundraising
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Full-time contracted to 30 June 2019
Salary Award Level	Level CSW 5.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012

1. Purpose of the Position

To ensure that appropriate communication strategies and consistent methodologies are in place to support effective internal and outgoing communications that promote Carers Queensland as a professional, accountable and efficient organisation. Carers Queensland's communication strategies shall endeavour to:

- a) enhance and streamline communications to enhance awareness of Carers Queensland's strategic objectives, its service and its needs. This involves ensuring that communication is relevant, easy to access, accurate, and appropriate in content quantity and quality;
- b) work towards continuous development and trial of innovative communication platforms, channels, and tools to improve information sharing and collaboration with stakeholders;
- c) be implemented in a way that ensures compliance with relevant legislative requirements and standards of best practice;
- d) be collected and disseminated utilising approved channels and associated tools for work purposes and in compliance with this and other relevant policies and procedures;
- e) facilitate communication that is clear, open, honest, transparent, and inclusive;
- f) involve sharing of knowledge and information to its stakeholders, particularly internally for effective organisational management, including change management;
- g) reinforce the organisational brand by complementing our mission, vision and values.

2. Main Activities

- To manage, collaborate, plan and schedule editorial content across organisational channels.
- To administer, contribute to, and moderate our social media accounts.
- Provide a range of media/PR support, monitoring and engagement.
- To support the development of resources including, but not limited to magazines, newsletters, flyers, reports, and proposals.
- To support staff (including our regional offices) in promoting local projects and events.
- To create and maintain effective and efficient processes and systems.
- To collaborate and coordinate projects including, but not limited to awareness campaigns and infrastructure development.
- To provide reports, updates and metrics to the Executive, Senior Management, and/or the Manager, Marketing, Communications and Fundraising as required.

3. Performance targets

Performance targets will be determined by the Manager, Marketing, Communications and Fundraising in consideration of the following:

- Requirements of the funding body
- Consistency with Carers Queensland Strategic Plan, Operational Plan, and Marketing and Communications Plan(s)
- Consistency with Carers Queensland policy and procedure.

4. Grading level

CSW 5.1 of the 'Transitional Pay Equity Order' (TPEO) dated 1/12/2012