



metro assist

POSITION DESCRIPTION

Position Title	Community Hub Worker
Employment Status	Part-Time 21 hrs p/wk
Industry Award	SCHCADS Award Level 3
Reporting to	Manager Family Services
Directly Supervising	NIL
Work Area	Inner-Western Sydney areas identified in Strathfield and Ashfield
Office location	Ashfield (primary) and Strathfield (secondary)
Date Prepared/Updated	May 2018
Employment Term	Fixed term to 21 December 2018
Probationary Period	6 months
Conditions	Employment for this position is subject to a Working with Children and Police check.

Position Summary

The key purpose of the Community Hub Worker role is to build the community connectedness and capacity by providing information and referral services and implementing community development activities in collaboration with the local agencies and services.

Metro Assist operates two Community Hubs known as Metro Assist Community Hub (Ashfield and Strathfield) funded by the NSW Department of Human Services' Community Builders Program.

Community Hubs work with individuals, service providers and community groups to provide a locally based entry point to information, resources and services that are accessible to all members of the community. The Community Hub connects individuals to information and services to promote community capacity, increase resilience and improve safety in the community. Community Hubs may also provide a location for the delivery of a range of community based, non-profit services including visiting and/or co-located agencies which contribute to community capacity building.

Main duties and responsibilities of the position include:

- Engage with the community in the Inner West through activities, information and education sessions.
- Works closely with the local services in identifying local needs and strategies that build on community strengths to help them become self-reliant and resilient and able to contribute within the community.
- Deliver and facilitate an interagency or establish a new network/interagency such as a youth services network, CALD service network etc.
- Deliver appropriate projects / programs in partnerships or collaborations to address local and regional issues, or to connect agencies with common issues.
- Competently identify and apply for community grants including CDSE, Council grants and other grants that support the local events, projects and programs.
- Develops and implement relevant data reporting tools and maintains data relating to the above activities

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> - Promotes the organisation’s vision, mission and values, and understands the client and community context. - General knowledge of functions of other areas in the organisation and roles of the Family Services team. 	<ul style="list-style-type: none"> - Promotes the organisation at events, activities and through partnerships - Makes effective and appropriate referrals.
<p>Practices/Safety/Standards</p>	<ul style="list-style-type: none"> - Understands organisational policies and procedures, code of ethics, relevant legislation and WHS practices. 	<ul style="list-style-type: none"> - Applies understanding of the organisation’s policies and procedures, code of ethics and safe work practices. - Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs. - Has an appropriate clearance under Working With Children requirements and Police check.
<p>Leadership/Teamwork</p>	<ul style="list-style-type: none"> - Works collaboratively with Family Services team in family-focussed community development. - Provides guidance to less experienced team members. 	<ul style="list-style-type: none"> - Participates in planning and implementing team activities in timely and effective manner. - Works collegially and is an effective problem-solver. - Adopts feedback from team members and

		supervisor.
Continuous Improvement	<ul style="list-style-type: none"> - Suggests changes to improve quality in own work area and makes agreed changes. 	<ul style="list-style-type: none"> - Adapts readily to changes in procedures, protocols and work systems. - Contributes to service reviews, development and planning functions. - Attends training and provides feedback to the Team. - Seeks feedback from staff and stakeholders.
Interpersonal Skills/Communication	<ul style="list-style-type: none"> - Deals with non-routine inquiries and is able to manage conflict. - Has effective listening skills, seeks and shares information in an appropriate and respectful manner. - Deals with emerging crises and seeks more experienced support where necessary. 	<ul style="list-style-type: none"> - Communicates effectively and in a timely manner with clients, team members and stakeholders, and respects confidentiality. - Contributes relevant information for reporting (internal and external). - Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients.
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> - Certificate III in relevant studies, or equivalent knowledge and experience. - Is capable across the full range of competencies required at this level of work. 	<ul style="list-style-type: none"> - Provides certified proof of qualifications and/or experience. - Participates in professional development opportunities in line with Metro P&P.
FUNCTIONAL RESPONSIBILITIES	- ROLE REQUIREMENTS	- KEY PERFORMANCE INDICATORS (KPI)

<p>Client Services and Program Management</p>	<ul style="list-style-type: none"> - Is able to identify and monitor the needs of vulnerable families and has knowledge of local services and networks. - Contributes to service development within the organisation. - Adheres to program guidelines and competently delivers community development activities identified in service agreements. 	<ul style="list-style-type: none"> - Ensures that the service is accessible, safe and friendly and appropriate referrals are made. - Supports clients' use of infrastructure in accordance with internal P&P. - Delivers information and available resources to groups in various settings (schools, community centres etc) as directed by Manager. - Participates in service reviews and program evaluation. - Adheres to relevant policies and guidelines relating to program service agreements. - Maintains and records data and feedback from community engagement. - Facilitate coordination of the Hub and related spaces for use by other agencies and services such as sessional services, tax help, Centrelink, counselling and activities. - Monitor (and potentially make bookings for) the use of facilities such as rooms, access to telephones, fax, photocopier etc.
<p>Community Development/Capacity Building/</p>	<ul style="list-style-type: none"> - Delivers community development and capacity building among local families and groups within the context of early intervention and placement prevention. 	<ul style="list-style-type: none"> - Participates in relevant interagencies and services networks, and fosters collaborations with local services. - Monitors emerging issues among local

		<p>communities that impact on child and family wellbeing.</p> <ul style="list-style-type: none"> - Conduct community consultations, forums or meetings. - Organise community events such as open days, expo of local services etc. Including supporting other team events and activities. - Participate in or initiate community plans service planning. - Provide quick and easy access to information about local services and resources either by face to face, telephone, brochures, email or web-based information etc. - Assist individuals to connect with appropriate services, community supports to increase their safety and resilience by allowing them to address issues in the early stages e.g. assisting someone to write a letter, providing an individual with a specific contact person at another agency, assisting a person to make a phone call to another agency etc.
<p>Cultural knowledge</p>	<ul style="list-style-type: none"> - Understands issues and barriers facing people of CALD, refugee and Aboriginal backgrounds and takes steps to ensure that our services are accessible and delivered in a respectful and appropriate manner. 	<ul style="list-style-type: none"> - Applies cultural understanding in day-to-day work with clients. - Seeks feedback from clients and stakeholders to inform work practices and service improvement.

Stakeholder relations	<ul style="list-style-type: none"> - Maintains positive relations with local services, funding bodies and other stakeholders. - Promotes the image of clients and encourages participation and engagement among local families and communities. - Presents a positive image of the organisation in all activities and engagement with stakeholders. 	<ul style="list-style-type: none"> - Works collegially and collaboratively with other services and agencies, and participates in relevant service networks. - Facilitates clients' engagement with other agencies and support services. - Adopts a strengths-based approach when working with groups and promotes achievements. - Promotes the organisation's and program's achievements through available means. - Lead or facilitate an interagency or establish a new network/interagency such as a youth services network, CALD service network etc. - Develop appropriate project partnerships or collaborations to address local and regional issues, or to connect agencies with common issues. - Initiate or participate in regional network planning such as for integrated service plans, youth services plan, community safety plan etc.
Compliance/Reports/Legislation/Policies	<ul style="list-style-type: none"> - Adheres to compliance and data reporting requirements of the organisation and funding bodies. - Documents and reports on activities and achievements as requested by managers. - Functions within relevant legislative 	<ul style="list-style-type: none"> - Provides timely and accurate data and reporting information to manager. - Assists in the organisation's data reporting obligations using designated reporting tools. - Seeks feedback through staff and client surveys and develops case studies to increase the

	frameworks and organisational policies.	<p>organisation's knowledge base.</p> <ul style="list-style-type: none"> - Understands and adheres to relevant legislation (WHS, Community plans, Child Youth and Families). - Understands and adheres to organisational policies and code of behaviour.
<p><u>Special Projects/Tasks</u></p> <p>As and when required by [CEO/Manager/Team Leader]</p>	<ul style="list-style-type: none"> - Competently identify and apply for community grants including CDSE, Council grants and other grants that support the local events, projects and programs. 	<ul style="list-style-type: none"> - Apply for grants subject to the needs that support current and new programs, project or events within the Hubs. - Manage, coordinate and adhere to all elements of grants from initial application to acquittal. - Maintains budget, records, evaluations, acquittals and data capture relating to the grants. - Provides timely and accurate information to manager when requested.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO 8 May 2018

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____