



metro assist

POSITION DESCRIPTION

Position Title	Community Development Worker
Employment Status	Part Time 21 hrs per week
Industry Award	SCHCADS Award Level 4
Reporting to	Community Development Coordinator
Directly Supervising	NIL
Work Area	Inner-Western Sydney areas identified, Burwood, Strathfield, Canada Bay and Canterbury
Office location	Campsie (primary) and outreach sites as required
Date Prepared/Updated	November 2024
Employment Term	Fixed Term to 30 June 2025 with possibility of extension
Probationary Period	6 months
Conditions	Employment for this position is subject to a satisfactory Working with Children Check and National Police check

The Community Development Worker works within the Family Team and is responsible for community engagement, program delivery and networking with diverse communities, government, non-government agencies and internal stakeholders within the Targeted Earlier intervention program funded by Department of Community and Justice. The position will work to ensure CALD, diverse communities, Aboriginal and Torres Strait Islander people are included and connected through programs that promote inclusiveness, social participation, empowerment, and wellbeing within a child protection lens.

The role of the Community Development Worker is to work with individuals, families, children, young people, and community to:

- Deliver evidence-based parenting programs tailored to the needs of diverse families, ensuring accessibility and inclusivity.
- Facilitate education and skills-based groups aimed at improving family dynamics, building resilience, and fostering stronger community connections.

- Empower through community strengthening programs that build on cohesion, inclusion, and wellbeing across all communities.
- Build cohesion, inclusion and wellbeing across all community and empower CALD, LGBTQIA+ diverse communities and Aboriginal and Torres Strait Islander communities.
- Promote wellbeing and safety by developing and implementing programs and projects that promote personal development for children, young people and families and communities.
- Develop sustainable partnership and networks in planning, developing, coordinating, implementing, and evaluating identified projects and programs.
- Work in partnership with diverse communities and stakeholders to manage and coordinate community events and activities as identified.
- Attend and participant at relevant interagency and network meetings.
- Identify and apply for funding grants as these become available within the community.
- Maintaining program data and reporting as required by the organisation.
- Provide monthly and accurate program reports to immediate supervisor and Family and Financial Inclusion Manager.

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 as required. - Work within a child protection and person centred framework.
<p>Practices/Safety/Standards</p>	<ul style="list-style-type: none"> - Understands organisational policies and procedures, code of ethics, relevant legislation and WHS practices. - Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. - Ensures the security and protection of information assets under custody. 	<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. - Attendance to security awareness training and prompt follow up on ISM improvement instructions. - Reports and responds to any suspected or actual security breaches.

Leadership/Teamwork	<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, clients and stakeholders. - Provides meaningful and informed reports and the position of the project
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. 	<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).

	<ul style="list-style-type: none"> - Deals with emerging crises and seeks more experienced support where necessary. 	<ul style="list-style-type: none"> - 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"> - Minimum Diploma in community services or 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)
Client Services and Program Management	<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. - Facilitate and implementation a number of community development programs with the focus of parenting, young people and children program with a CALD, diver community LGBTQIA+ and ATSI. 	<ul style="list-style-type: none"> - Ensures that the service is accessible, safe and friendly and appropriate referrals are made. - Deliver, implement and establish a number of programs and consultation that fall in line with contract requirements and allocated KPI's and reporting requirements. - 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 Team Leader or Manager. - Participates in service reviews and program evaluation.

		<ul style="list-style-type: none"> - Adheres to relevant policies and guidelines relating to program service agreements. - Maintains and records data and feedback from community engagement. - Number of successful programs, activities and events undertaken in line with KPI's
<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 targeted early intervention and child protection. - In line with DCJ TEI program facilitate, implement and deliver a number of program that's have been identified within TEI contract. - Adhere to reporting requirements internal and external - Works collaboratively with key local community stakeholders - Develop initiatives to empower communities through event and identified group-based activities 	<ul style="list-style-type: none"> - Participates in relevant interagencies and services networks, and fosters collaborations with local services. - Monitors emerging issues among local communities that impact on child and family wellbeing. - 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. - Deliver, implement and establish a number of programs and consultation that fall in line with contract requirements and allocated KPI's and reporting requirements

<p>Cultural knowledge</p>	<ul style="list-style-type: none"> - Understands issues and barriers facing people of CALD, LGBTQIA+, 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.
<p>Stakeholder relations</p>	<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. - Establish partnerships that lead to long term sustainable partnerships such local Councils, family support, youth services, health, Centrelink, education, Aboriginal and CALD support agencies 	<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 as required to establish a new programs, network/interagency, CALD service network etc. - Promotes the organisation's and program's achievements stakeholder meetings and social media platforms - Develop appropriate project partnerships or collaborations to address local and regional issues, or to connect agencies with common issues.

		<ul style="list-style-type: none"> - 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 and meeting allocated KPI's. - Documents and reports on activities and achievements as requested by managers. - Functions within relevant legislative frameworks and organisational policies. - Maintain yearly workplan that falls in line with department contract and individual KPI's. - Adheres to reporting requirements (internal and external) 	<ul style="list-style-type: none"> - Provides timely and accurate data and reporting information to manager. - Completed CDS reporting within the timely manner and falls in line with contract reporting requirements. - Completes all reporting requirements upon completion of project within workplan. - Seeks feedback through staff and client surveys and develops case studies to increase the organisation's knowledge base. - Understands and adheres to relevant legislation (WHS, Community plans, Child Youth and Families). - Understands and adheres to organisational policies and code of behaviour.
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	<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 team leader 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 November 2024

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: _____