



POSITION DESCRIPTION

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| Position Title | Community Development Worker |
| Employment Status | Full Time Fixed Term to 30 June 2026 |
| Industry Award | SCHCADS Award Level 4 |
| Reporting to | Family and Community Support Team Leader |
| Directly Supervising | NIL |
| Work Area | Inner-Western Sydney areas identified, Burwood, Strathfield, Canada Bay and Canterbury |
| Office location | Campsie and other sites as required |
| Date Prepared/Updated | February 2026 |
| 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 supports the delivery of community-based programs across Metro Assist and CABL Ltd, with a focus on community engagement, group program delivery, capacity-building initiatives, stakeholder collaboration and program promotion. The role contributes to achieving the objectives of the DCJ CAFS Program through evidence-informed group work, community events, and targeted initiatives supporting children, young people, families and diverse communities.

Working under general direction, the role collaborates with caseworkers, psychologists and other community development staff to strengthen family and community wellbeing. The position also contributes to program visibility through marketing support, accurate data collection, and timely reporting. This role operates under general direction, exercising initiative within defined guidelines and escalating complex matters to the Team Leader.

Key focus areas include:

- Delivering group programs and community initiatives for CALD, LGBTQIA+, refugee, and Aboriginal communities
- Coordinating community events and engagement activities
- Building partnerships with local services, schools, councils, and community organisations
- Supporting the development of promotional materials in collaboration with the Marketing Team
- Ensuring accurate data entry, reporting and compliance with CAFS program requirements

The role aligns with Metro Assist's commitment to culturally responsive, trauma-informed, person-centred practice

KEY RESPONSIBILITY AREAS

| CORE RESPONSIBILITIES | ROLE REQUIREMENTS | KEY PERFORMANCE INDICATORS (KPI) |
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| <p>Vision, Mission and Values</p> | <ul style="list-style-type: none"> • Promotes Metro Assist and CABL Ltd values and objectives in all community engagement activities • Understands the client and community context, particularly for CALD, refugee, LGBTQIA+ and Aboriginal communities • Makes appropriate referrals and practices within a child protection, trauma-informed and person-centred framework | <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. • Participates in organisational initiatives and external representation opportunities |
| <p>Practices/Safety/Standards</p> | <ul style="list-style-type: none"> • Complies with organisational policies, procedures, code of ethics, mandatory reporting, WHS and safety protocols. • Complies with information security policy, standards, plan and procedures relevant to program area. • Ensures the security and protection of information assets under custody. • Identifies and responds to risks according to P&P | <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. |

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| | | <ul style="list-style-type: none"> • Attendance to security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches. • All reporting and safety obligations met within required timeframes |
| Leadership/Teamwork | <ul style="list-style-type: none"> • Works collaboratively within a multidisciplinary team • Supports new staff and students with guidance where appropriate • Contributes to planning, problem-solving and program development | <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. • Identifies improvement opportunities in program delivery • Contributes to evaluation and service reviews • Incorporates feedback from clients, partners and supervisors | <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 |

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| Interpersonal Skills/Communication | <ul style="list-style-type: none"> • 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. • Communicates respectfully with families, partners and colleagues • Manages routine and non-routine enquiries within a timely manner • Follows conflict resolution procedures and code of conduct | <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"> • Minimum Diploma in Community Services or related field, or equivalent experience • Demonstrated capability in community development, group facilitation and stakeholder engagement • Participation in ongoing training | <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"> • Identify community needs and support the delivery of group-based programs • Deliver evidence-informed activities for parents, youth and children | <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, events that fall in line with contract |

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| | <ul style="list-style-type: none"> • Plan and implement programs for CALD, LGBTQIA+, refugee, and Aboriginal communities • Deliver community information sessions in schools, community centres and partner locations • Maintain accurate data and feedback for reporting | <p>requirements and allocated KPI's and reporting requirements both internally and externally</p> <ul style="list-style-type: none"> • 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. • 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"> • Adhere to both internal and external reporting requirements. • Work collaboratively with key local community stakeholders. • Develop initiatives to empower communities through events and identified group-based | <ul style="list-style-type: none"> • Actively engage in relevant interagency networks and community service partnerships, promoting collaboration with local services to enhance outcomes for children and families. • Monitor and identify emerging issues within local communities that may impact child and family wellbeing, providing regular updates to the team |

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| | <p>activities that are evidence-informed and person-centre</p> <ul style="list-style-type: none"> • Build capacity of local communities through group programs, workshops and community events • Collaborate with schools, councils, health, youth services and community organisations • Support the development of promotional materials and assist Marketing with content • Monitor emerging community issues and escalate to Team Leader • Contribute to, and where appropriate, facilitate interagency meetings under direction of the Team Leader Support the design and implementation of projects addressing local needs • Assist with small grant applications and reporting | <p>leader to inform program development and adjustments.</p> <ul style="list-style-type: none"> • Coordinate community events, parenting workshops, youth program etc. (e.g., open days, local service expos) and support the delivery of other team activities and initiatives within Metro Assist. • Contribute to or lead community service planning and community development initiatives, ensuring a collaborative approach to meeting local needs. • Deliver and implement programs and consultations that align with contract obligations, performance indicators (KPIs), and reporting requirements, ensuring quality outcomes and accountability. • The staff member will prepare promotional materials using existing templates and guidelines in collaboration with the Marketing Team and under guidance from the Team Leader. |
| <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. |

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| <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. • Initiate or participate in regional network planning such as for integrated service plans, youth services plan, community safety plan etc. |
| <p>Compliance/Reports/Legislation/Policies</p> | <ul style="list-style-type: none"> • Adheres to compliance and data reporting requirements of the organisation and funding | <ul style="list-style-type: none"> • Provides timely and accurate data and reporting to the team leader or manager as required. |

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| | <p>bodies while meeting allocated KPIs and other reporting obligations.</p> <ul style="list-style-type: none"> • Documents and reports on activities and achievements as requested by managers, including summaries of events. • Operates within relevant legislative frameworks and organisational policies. • Maintains an annual work plan aligned with the department's contract and individual KPIs, while remaining flexible to meet program and community needs. • Adheres to both internal and external reporting requirements. • Contribute to evaluations, case studies, community insights and program summaries • Adhere to legislation including WHS, CYFSA, Mandatory Reporting | <ul style="list-style-type: none"> • Completes CDS reporting within the required timeframe, in line with contract reporting requirements. • Meets all reporting requirements upon project completion, as outlined in the workplan. • Seeks feedback through staff and client surveys, and develops case studies/summaries to increase the organisation's knowledge base. • Adheres to relevant legislation (WHS, Community plans, Child Youth and Families). • Follows organisational policies and code of behaviour. • Ensures all data is entered into CDS within required timeframes with accuracy |
| <p><u>Special Projects/Tasks</u></p> <p>As and when required by [CEO/Manager/Team Leader]</p> | | |

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 February 2026

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: _____