



Community Information and Development Officer

Responsible to: Team Leader, Community Development

Responsible for: Providing an information and referral service to members of the community and assisting with the delivery of community development programs and initiatives.

Description of hours: This is a permanent part time contracted position 30 hrs per week.

Award: SCHADS Grade 3

Purpose of the position

The purpose of the role is to work closely with the Community Development Team Leader to provide information and referral services to communities within Riverwood and surrounding areas; assist with the delivery of community development programs responsive to people's needs; and liaising with volunteers, auspiced organisations and activity groups. The position will assist with the delivery of a range of programs including:

- Riverwood Community Choir
- Riverwood Community Garden
- Riverwood Men's Shed
- Active Social Group
- Events, workshops, and open days.

Mandatory Qualifications

- Relevant tertiary or vocational qualifications in Social Sciences and/or equivalent experience
- Current Criminal History Clearance and Working with Children Check
- Current Driver's Licence

Essential Criteria

- Excellent problem solving skills to assist members of the community and/or respond to issues of concern
- Knowledge of appropriate referral pathways
- Knowledge and understanding of how to successfully engage with people from diverse backgrounds and Aboriginal and Torres Strait islander communities
- Excellent communication skills – verbal and written
- Excellent customer service skills
- Ability to work effectively in a busy environment encompassing a range of differing activities

- Ability to do light garden maintenance work, for example weeding and rubbish collection
- Excellent computer literacy, familiar with Microsoft Office suite of programs

Desirable Criteria

- Ability to speak Arabic or Mandarin or another community language
- Understanding of the Targeted Early Intervention framework
- Understanding of outcomes measurement
- Experience in developing community programs

OBJECTIVES:

- Deliver an effective and efficient community information and referral service to the community of Riverwood and surrounding suburbs
- Implementation of evidence based community development programs
- Gathering of evidence based measured data
- Maintain excellent links with relevant agencies, community service organisations and volunteer groups
- Develop and maintain good links with local government, community service and volunteer groups
- Provide a welcoming reception service for the Centre as a whole
- Support and resource agreed activities, programs and events

COMMUNITY INFORMATION:

- Act as the first point contact for the provision of community information to members of the community, including people from diverse backgrounds and life experiences in person or by telephone, email, etc.
- Provide relevant information and assistance in a sensitive and respectful manner.
- Where appropriate, refer enquirers to staff within the Centre, or to agencies or other community service organisations in the area, according to individual circumstances.
- Maintain, regularly update and develop as necessary, information resources to support the delivery of the information and referral service
- Develop and maintain good links with relevant staff of government agencies, community service organisations and volunteer groups in the local area
- Maintain data on the provision of community information and prepare standard reports on the services provided.

COMMUNITY DEVELOPMENT

- Coordinate community development initiatives that are conducted by the Centre, such as the Riverwood Community Garden and Riverwood Men's Shed.
- Liaise with auspiced community groups and volunteer activity groups that conduct activities and events locally.



- Contribute to the development of Centre projects, activities and events and support their delivery.

HR/PEOPLE MANAGEMENT

- Ensure compliance with WHS regulations and safe work practices of Riverwood Community Centre

GENERAL RESPONSIBILITIES

- Receive and screen visitors and answer calls to the Centre

PROFESSIONAL DEVELOPMENT

- Participate in regular supervision with the Team Leader, Community Development
- Participate in professional development where appropriate.

This list is not exhaustive; the Community Information and Development Officer may be asked to undertake other responsibilities at the request of the Team Leader in line with the position description and the strategic direction of the organisation.

BACKGROUND CHECKS

Working with Children Check – Yes
Police Criminal History Check – Yes

ACCEPTANCE AND AGREEMENT

I have read and agree to abide to my job description.
I understand that any breach of this agreement may result in disciplinary action.

Employee Signature:..... Date:/...../.....

Manager's Signature:..... Date:/...../.....

Performance Review Period:..... Next review Date:/...../.....