



Position Description – Community Information Officer – Ageing Well

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Ageing Well
Level	3
Reports To	Coordinator Ageing Well
Prescribed Position	Yes

Position Objective

The Community Information Officer is the first point of contact an older resident, carer or family member has with Council. The role provides clear, accurate and compassionate information, helping people understand local options, know where to go next, and navigate a service system that can be complex and overwhelming.

Working within the Ageing Well team and alongside the Community Connector, the role ensures older residents across all communities receive timely, consistent and respectful information and support. It also strengthens Council's internal capability by maintaining a shared knowledge base, supporting information flow across teams, building relationships with external service providers, and applying an Ageing Well lens to Council services and customer interactions.

The role also contributes to continuous improvement by identifying emerging needs, noticing patterns in enquiries, identifying gaps in community understanding, and sharing frontline insights with the Community Connector and Coordinator to inform planning and service development.

Key Responsibilities

- Respond to enquiries from older residents, carers, families and the community (in person, by phone and online), providing clear, accurate and current information to help people understand their options and next steps.
- Identify complex, high-risk or out-of-scope enquiries, including vulnerability, safeguarding concerns or significant distress, and escalate in line with Council procedures.
- Maintain and update service directories and information resources to ensure information is accurate, accessible and aligned to approved Council messaging.
- Identify and share patterns in enquiries, including recurring issues, gaps in understanding or emerging needs to inform planning and continuous improvement.

- Work closely with the Community Connector to coordinate responses and referrals, support smooth handovers, and ensure clear and connected pathways for residents
- Support outreach and Ageing Well activities by preparing materials, assisting with administration, and supporting information distribution across communities as required.
- Support program promotion and participant administration, including enquiries, bookings, payments, attendance, record keeping, data collection and basic financial processing, in line with Council procedures and privacy requirements.
- Work collaboratively with internal teams to support consistent information sharing and referral pathways and build staff confidence in applying an Ageing Well lens to customer interactions.
- Operate within the scope of the role, follow approved procedures, maintain professional boundaries, and provide operational support to Ageing Well programs as directed.
- Provide respectful, inclusive and culturally responsive service that reflects Council's values and customer service standards, recognising the diverse needs and circumstances of older residents.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Strong interpersonal and communication skills, with the ability to engage respectfully and with empathy, including with older residents, carers and community members experiencing stress or vulnerability.
- Ability to maintain professional boundaries and personal resilience when engaging with residents experiencing distress, grief or significant challenges.
- Sound administrative and organisational skills, including accurate record keeping, data entry and maintenance of information resources.
- Ability to follow procedures, apply sound judgement within defined guidelines and escalate issues appropriately.
- Ability to manage competing enquiries and tasks in a busy environment while maintaining a consistent, high-quality experience for residents.
- Competent digital literacy skills, including use of Microsoft applications and Council systems.
- Demonstrated behaviour consistent with Council's organisational values and customer experience expectations.

Knowledge

- Sound, current understanding of the aged care system and broader community service landscape, including eligibility pathways, common referral points and local supports, with a commitment to keeping this knowledge up to date.
- Awareness of common issues affecting older residents, including social isolation, access barriers, cost-of-living pressures and changing care needs.
- Understanding of the distinction between information and referral and case management, and the importance of operating within Council's defined scope.
- Understanding of confidentiality and privacy obligations, and the importance of professional boundaries in a community-facing role.
- Knowledge of administrative processes and information management practices relevant to a customer-facing role.

Experience

- Experience in a customer service or community information role within aged care, older persons services or a related community services or health setting.
- Experience working with or supporting older people, carers or families, with an understanding of the challenges and transitions associated with later life.
- Experience interacting with members of the public in person, by phone and digitally, including in emotionally sensitive or complex situations.
- Experience providing information and referral support to people navigating aged care, community services or significant life decisions.
- Experience maintaining records, information resources or databases accurately and in line with privacy requirements.

Qualifications & Requirements

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| • Certificate-level qualification in Business Administration, Community Services or a related field, and/or demonstrated experience in a customer service or community information role. | Essential |
| • Nationally Coordinated Criminal History Check (Police Check). | Essential |
| • Car Licence. | Essential |