

Community Development Worker



The purpose of this position

- The **purpose** of the position is to foster, develop and evaluate leadership, partnerships, initiatives and opportunities within community that engage and empower residents, improve service offerings, increase service capacity and reach, and build community capacity and resilience.

About the position

- This position is within Community Services portfolio. It may be part of various teams.
- This position **reports to** the Team Leader
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may require a working with children related clearance
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Develop relevant strategies and activities to gather data and engage stakeholders in understanding community assets, needs and opportunities as it pertains to the role.
- Develop extensive community networks with stakeholders including: community members and groups; other Benevolent Society operated programs; business; government departments and agencies; and other service providers.
- Develop, implement and review strategies and opportunities with the aim of improving service capacity in the local area, in response to key areas of assets and need.
- Develop reports and recommendations for new partnerships, programs and funding arrangements for approval by the Director Operations and relevant departments and agencies and funding bodies.
- Support, advise, coach, train and coordinate community partner and community-initiated programs (where appropriate) to access and apply for funding and establish appropriate administration, quality, governance and collaboration structures and practices.
- Coordinate and facilitate engagement, consultation, and learning activities that facilitate involvement in community and service system and support empowerment and capacity building.
- Develop, implement and review community building and social capital building activities where relevant.
- Document and create reports using technology and paper-based systems in a clear, logical, understandable and timely way and support the appropriate collection and sharing of data across the community and service system.
- Advise the Manager of any significant changes, concerns, potential conflicts of interest, inappropriate use of funding or potential non-compliance or other risks, as soon as possible.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

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Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Community members accessing services that meet their needs
- Communities contributing to conversations and actions about the present and future state of their community
- Service providers collaborating in understanding and responding to community vision, assets and needs
- Community level data collected and contributing to community and system conversations and planning

Key Capabilities

- Degree qualification in community, social work, early childhood, psychology or similar or a minimum of five years community development experience.
- Previous experience in a similar role, or a role working with external partners/stakeholders to achieve shared objectives.
- Excellent understanding of, and commitment to, community development theory and practices.
- Excellent understanding of risk and safety issues such as drug and alcohol use, domestic violence, mental health issues, and homelessness.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.
- Excellent communication including written, verbal, group facilitation and social media skills.
- Excellent relationship building skills with the ability to create strong working and problem-solving relationships with different stakeholders.
- Ability to work flexible hours as evening and weekend work will be required.

People who know this position say that

People who know this position say the things that might make your day are:

- To see staff build relationships and gain an interest in the community.
- To see improved communication with the community.
- To see programs working well.
- To see the community come up with ideas and seeing them come to fruition.

People who know this position say some key challenges you might experience are:

- Managing perceived conflicts of interest, for example working for an organisation, but also being part of the community you serve.
- Overcoming community fear and distrust in dealing with agencies.

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Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Managers, Team Leaders
- Director, Community Development
- Project & Implementation Leads
- Volunteers and students

Outside The Benevolent Society:

- Clients
- Government departments, agencies and other service providers
- Local community groups and businesses