



Position Description – Community Connector – Ageing Well

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Ageing Well
Level	5
Reports To	Coordinator Ageing Well
Prescribed Position	Yes

Position Objective

The Community Connector – Ageing Well exists to help older residents stay active, connected and visible in community life, with particular focus on those who are isolated, hard to reach or less likely to engage with formal services.

Bringing a proactive and connected presence in community, the role coordinates and activates a diverse range of community-based initiatives aligned to Council's Ageing Well Model, supporting older residents across the six wellbeing pillars of Body, Brain, Mind, Connection, Purpose and Nature.

The Community Connector builds strong relationships with community organisations, local businesses and non-traditional partners, supporting partner-led and co-designed responses to diverse and emerging ageing, health and wellbeing needs. With a strong on-the-ground presence across all communities, the role turns frontline insight into action, ensuring Ageing Well priorities reach the people who need them most.

Key Responsibilities

- Embed community development principles to strengthen engagement with older residents and translate identified needs and priorities into co-designed program approaches.
- Plan and deliver diverse programs and initiatives, enabling community-led activity and proactively engaging older residents who are isolated or less likely to self-refer.
- Create participation pathways for older residents across all communities, using trusted networks and informal entry points, and supporting older people as contributors and leaders in community life.
- Embed age-appropriate safety and accessibility considerations in the design and delivery of all activities and programs, aligned to intended outcomes across the Ageing Well Model pillars.

- Undertake proactive outreach with diverse and under-represented communities to reduce barriers to participation, gather lived-experience feedback, and support continuous improvement of program delivery.
- Build targeted partnerships and sustainable delivery models, guided by data and service gaps, to meet priority needs and increase connection and participation.
- Work collaboratively across Community Connections and wider Council portfolios to support integrated delivery and connect older residents to the broader range of available services and programs.
- Build capability across Council teams by sharing practice insights and embedding ageing-well best practice into existing programs and new systems.
- Contribute frontline insights on participation trends, emerging needs and system issues to the Ageing Well team to inform planning, advocacy and continuous improvement.
- Develop program promotional collateral and manage participant logistics, including enquiries, bookings, payments and attendance.
- Undertake administrative support for program delivery, including record keeping, data collection and basic financial processing in line with Council procedures.
- Operate within approved frameworks, budgets and risk settings, escalating complex or high-risk matters to the Coordinator Ageing Well.
- Supervise and support volunteers and student placements involved in Ageing Well programs in accordance with Council's volunteer framework.
- Deliver a respectful, inclusive and high-quality community experience consistent with Council values and customer experience expectations.
- Comply with Work Health & Safety, Child Safe and relevant legislative and policy requirements.
- 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 is 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 Management Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Strong community development skills, with the ability to design and deliver inclusive, strengths-based programs and initiatives across diverse community settings.
- Ability to gather, interpret and translate participation data, community insights and emerging trends into practical program responses and recommendations.
- Ability to engage respectfully and effectively with older residents, including people experiencing isolation, vulnerability or changing needs.
- Skilled relationship builder with the ability to identify and broker partnerships across community, health, business and non-traditional settings.
- Highly organised, with the ability to manage concurrent programs, partnerships and competing priorities across diverse community settings.
- Demonstrated ability to adapt to changing circumstances, apply sound judgement, resolve issues promptly and escalate matters as required.
- Effective verbal and written communication skills suitable for community, partner and internal audiences.
- 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

- Understanding of community development and inclusive engagement practice in ageing well contexts, including approaches for reaching hard-to-engage and culturally diverse older residents.
- Understanding of co-design and strengths-based approaches to community activation, including how to build community ownership of initiatives.
- Knowledge of project and event planning, coordination and delivery in community settings, including partnership-based delivery models.
- Understanding of ageing-related wellbeing, social connection and prevention approaches, including age-friendly and dementia-friendly community principles.
- Understanding of ageing trends, cost-of-living pressures and the barriers to participation faced by diverse older residents.
- Understanding of aged care changes and community support pathways relevant to older people.

Experience

- Demonstrated experience developing and activating community programs or grassroots initiatives, with evidence of building community ownership and participation across diverse settings.
- Demonstrated experience working in similar community-based roles applying an ageing-well lens to inclusive program planning and delivery for older people.
- Experience engaging with older people and diverse community members, including those experiencing vulnerability, isolation or low service engagement.
- Experience coordinating partners, facilitators or volunteers to support community or wellbeing program delivery.
- Experience contributing to evaluation, reporting or continuous improvement processes through data collection and community feedback.

Qualifications & Requirements

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| • A recognised qualification in Aged Care, Community Development, Human Services, Health Promotion or a related field, and/or demonstrated experience in lieu of formal qualifications. | Essential |
| • Nationally Coordinated Criminal History Check (Police Check). | Essential |
| • Car Licence. | Essential |
| • Ad-hoc out-of-hours work may be required for attendance at programs, events or community activities. | Essential |
| • Some physical activity may be required in the delivery of programs and community engagement. | Essential |