

Community Connector

Reports to:	Community Development Manager
Supervises:	Nil
CHL capability band:	1
Location:	Kempsey
Primary purpose:	The Community Connector supports CHL's place-based community development initiatives within social housing communities, with a strong focus on health, wellbeing, social inclusion and community capacity building. This position works directly with tenants, partner organisations and community volunteers to design, coordinate and deliver group-based activities that respond to identified local needs.
Context:	This is a key role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision, and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.
Work health and safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures, and directions. Appropriate training completed before commencement of work and throughout employment period as required. PPE to be provided and updated by CHL.
Responsibilities:	Community Engagement and Program Delivery 1. Plan, coordinate and deliver group-based community activities and workshops aligned with CHL community development priorities. 2. Support implementation of health, wellbeing and environmental projects in partnership with internal staff and external stakeholders. 3. Engage tenants in culturally safe, strengths-based and inclusive ways, encouraging participation and co-design. 4. Assist with monitoring, evaluation and reporting requirements for funded programs. Volunteer Supervision and Coordination 1. Provide day-to-day supervision, guidance and support to community volunteers assisting with group work and activities. 2. Allocate tasks to volunteers and coordinate their involvement in workshops and community sessions. 3. Provide on-the-job guidance and ensure volunteers operate safely and in line with CHL policies and values. 4. Escalate issues, concerns or performance matters to the Community Development Manager as required.

	Planning, Administration and Compliance 1. Manage and prioritise own workload and contribute to planning timelines for program delivery. 2. Maintain basic records including attendance, activity outcomes and volunteer involvement. 3. Support adherence to workplace health and safety requirements during community activities. 4. Work within approved budgets and identify resource needs early for discussion with management. Collaboration and Communication 1. Work collaboratively with Community Development staff, partner organisations and community stakeholders. 2. Communicate clearly with volunteers, tenants and staff regarding activities, expectations and outcomes. 3. Represent CHL professionally within the community.
Technical skills, experience and qualifications:	• Demonstrated experience in community, social or health-related program delivery • Experience supporting or supervising volunteers or staff in group or community settings • Relevant qualifications or working towards qualifications in community services or related fields (desirable) • Strong communication and interpersonal skills • Ability to work autonomously and manage competing priorities • Understanding of culturally respectful and community-led practice • Knowledge of basic WHS and volunteer management principles (desirable) • Experience in data collection, reporting or evaluation (desirable) • Satisfactory Police and Working with Children's Check
Key capabilities:	Autonomy and Accountability – Manages and prioritises own workload, exercises sound judgement and takes responsibility for delivering agreed outcomes within role scope. Planning and Prioritisation – Organises activities, manages competing priorities and adjusts plans to meet community, operational and project requirements. Coordination and Collaboration – Coordinates activities, volunteers and stakeholders effectively, ensuring roles, expectations and resources are clear. Resourcefulness – Identifies resource requirements early, escalates needs appropriately and uses available resources efficiently to support safe and effective delivery. Project Implementation and Reporting – Contributes to project implementation, monitors activity outcomes and provides accurate information to support reporting and continuous improvement.

	Initiative and Judgement – Exercises initiative in responding to community and operational needs, making practical decisions and seeking guidance where matters fall outside role scope. Communication and Risk Awareness – Communicates clearly with tenants, volunteers, staff and partners, and works within approved processes while identifying and escalating risks appropriately.
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