

Position description

Community Engagement & Support Officer

About Community Gateway

Community Gateway has been supporting people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited against the Quality Improvement Council Health and Community Services Standards 7th Edition and are a child safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

Our strategic priorities include quality service, social impact, strategic and purposeful growth and sustainable business.

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling
- Financial capability including no interest loans
- State-wide financial inclusion coordination
- Aboriginal homelessness case management
- Child and adolescent trauma counselling
- Child and young adult sexual assault counselling
- Counselling for children and young adults displaying harmful sexual behaviours
- Counselling for adult survivors of sexual assault
- Parents Under Pressure program
- Family case management
- Connect IRL youth program
- Lismore Neighbourhood Centre
- Casino Neighbourhood Centre
- Kyogle Neighbourhood Centre
- Energy accounts payment assistance
- Food Rescue
- Emergency relief
- Tax help
- Sexual health hub
- Volunteer management
- Aged Care Community Visitors Scheme
- Connecting Seniors
- Supported playgroup
- Accredited OOSH for school-aged children

More details about our organisation and services can be found on our website www.nrcg.org.au

Northern Rivers Community Gateway | ABN 76 023 582 425 | nrcg.org.au

Lismore Bundjalung Country, 76 Carrington Street, Lismore NSW 2480 | PO Box 525 Telephone 02 6621 7397 | Fax 02 6622 0235

Casino Bundjalung Country, 138 Canterbury Road, Casino NSW 2480 Telephone 02 6621 7397

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Grafton Bundjalung & Gumbaynggirr Country, 2/70 Prince Street, Grafton NSW 2460 Telephone 02 6643 4726



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Position Overview

Position title

Community Engagement & Support Officer

Branch

Community Hub

Reports to

Manager – Community Hubs

Award

Social, Community, Home Care and Disability
Services Industry Award 2020

Level

3

Term

Part-time

Location

Your position is primarily based in Kyogle, NSW; however, you may be required to work at other Community Gateway sites or travel as reasonably required during your employment.

Summary

The Community Engagement & Support Officer provides practical assistance, client intake, information and referral services to individuals and families accessing the Kyogle Neighbourhood Centre.

The role supports the delivery of community strengthening activities that promote social inclusion, wellbeing and community participation, while building positive relationships with local communities and service providers.

Selection Criteria

Essential

1. Relevant tertiary qualifications and/or equivalent experience in community services, community development or a related field.
2. Demonstrated experience in client intake, community engagement or supporting vulnerable individuals and families.
3. Ability to assess client needs, provide information and identify appropriate referral pathways.
4. Experience assisting with the delivery of community programs, activities, workshops or events.
5. Understanding of trauma-informed, strengths-based and person-centred practices.
6. Strong communication, interpersonal and relationship-building skills.
7. Sound administrative, record-keeping and computer skills, including Microsoft Office and CRM systems.
8. Ability to work collaboratively, exercise initiative and manage competing priorities.

Additional requirements

1. Current NSW Drivers Licence
2. Current NSW Working with Children Check
3. National Police Check

Position Purpose and Values

- Actively support Community Gateway's vision, strategic priorities and values.
- Contribute to a workplace free from discrimination, harassment and bullying at all times.
- Operate in line with Community Gateway's policies and procedures.

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- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory frameworks.
- Positively promote a performance-based and collaborative culture.

Key Accountabilities

Position accountabilities

- Provide client intake, initial assessment, information and referral services to individuals and families accessing the Kyogle Neighbourhood Centre.
- Identify client needs and assist individuals to access appropriate internal and external services, programs and community resources.
- Provide brief interventions, practical assistance and appropriate follow-up within the scope of the role.
- Obtain informed client consent for service provision, referrals and the collection of personal information.
- Assist clients with completing forms, accessing information and navigating government and community support systems, including Services Australia.
- Support clients to identify achievable goals and access appropriate referral pathways.
- Assist in the planning and delivery of community strengthening activities aligned with program objectives and identified community needs.
- Support community engagement initiatives that promote social inclusion, participation, connectedness and wellbeing.
- Assist with organising and delivering community events, workshops and activities addressing topics such as financial wellbeing, parenting support, health, community safety and life skills.
- Encourage community members to participate in local programs and activities that build skills, confidence and social connections.
- Support early intervention and prevention initiatives that respond to the needs of vulnerable individuals and families.
- Assist with coordinating venues, guest speakers, resources and other practical arrangements for community activities.
- Gather community feedback and contribute to identifying emerging needs and opportunities for community engagement.
- Develop and maintain positive relationships with Aboriginal and Torres Strait Islander individuals, families, Elders and community organisations.
- Support culturally safe and responsive service delivery that respects Aboriginal and Torres Strait Islander cultures, values and community connections.
- Maintain positive working relationships with local service providers and community organisations to support effective referrals and community participation.
- Participate in community events, interagency meetings and occasional outreach activities as required.
- Contribute to maintaining a safe, welcoming and inclusive environment at the Kyogle Neighbourhood Centre.

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- Assist with the day-to-day operation of the Centre, including reception, administrative duties, resource management and supporting community activities.
- Maintain accurate client records, case notes, activity data and program outcomes in accordance with organisational procedures and funding requirements.
- Assist with collecting client feedback, program evaluations and information required for routine reporting.
- Maintain confidentiality, professional boundaries and appropriate information management practices.
- Comply with Community Gateway's policies and procedures, including Work Health and Safety, child safety and incident reporting requirements.
- Perform other duties as directed by management

- Contribute to continuous quality improvement and accreditation requirements.
- Comply with relevant legislative, regulatory and contractual obligations and report incidents, risks, complaints and concerns in accordance with organisational procedures.
- Work collaboratively across Community Gateway programs and with external service partners.

Version: V1

CEO approval:

Position number: CH-CES-001

Professional accountabilities

- Actively support Community Gateway's vision, strategic priorities, values and practice framework.
- Maintain professional boundaries and confidentiality and promote a culturally safe, inclusive and respectful workplace and service environment.
- Comply with Work Health and Safety responsibilities and contribute to the physical and psychological safety of clients, colleagues and visitors.
- Participate in supervision, team meetings, professional development and organisational training as required.

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