



Position Description – Community Development Officer

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Community Wellbeing
Level	5
Reports To	Coordinator Community Development
Prescribed Position	Yes

Position Objective

Using Council's Community Development Framework plan, lead and facilitate place-based responses that contribute to improving community wellbeing, participation in community life and build community capacity within the Community Centre and the broader community.

In partnership with the Community Centre Officer and volunteers deliver an inclusive, vibrant, and active Community Centre that forms an important part of community life and meets community need in line with organisational strategies.

Develop and build collaborative partnerships with relevant stakeholders which result in programs, activities and events that address identified needs within the local community.

Key Responsibilities

- Plan, develop and implement a range of community programs, activities and events that respond to community voice and local identified need.
- Drive a range of coordinated community development projects and services in response to the needs of communities, in collaboration with relevant stakeholders (e.g. Portfolio's across Council, external organisations and the wider community).
- Undertake community engagement and seek feedback to continually drive initiatives and improve services.
- Regularly undertake a community needs analysis that includes ABS and wellbeing data
- Work with Community Centre employees and volunteers to ensure the day-to-day operations and functions of the Centre are maintained to a high standard to enhance customer experience.

- Undertake administrative tasks as required by the role including but not limited to record keeping, data collection, payments, banking and budgets.
- Supervise and support volunteers to undertake their roles under the auspice of the organisational volunteer program and create volunteer opportunities.
- Develop and foster strong partnerships with the community, groups and organisations.
- Undertake regular evaluation and reporting against outcomes as required in organisational reporting frameworks and funding obligations.
- Create marketing material and content using corporate templates and promote centre activities through various mediums including social media.
- Embed the City of Charles Sturt's Community Development Framework and support the delivery of key initiatives aligned to the Community Connections Portfolio.
- Contribute and support the Community Development team and participate in various cross functional Portfolio teams as required.
- Weekend and after-hours work may be required to support community programs, activities and events and organisational 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'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 Management Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.
- A current unprohibited Employment Screening Check must be maintained for the duration of the employment period in this prescribed position.

Selection Criteria

Skills

- Exceptional community development skills.
- Ability to work collaboratively and to form strategic partnerships.
- Capacity to work with diverse individuals and groups.
- Excellent oral and written communication skills.
- Effective interpersonal and group work communication skills.
- Ability to utilise community engagement skills to ensure that community voice is heard.
- Ability to think strategically and develop, implement and evaluate initiatives to meet outcomes.
- Ability to respond to feedback, complaints and resolve conflict.
- Excellent time management skills and the ability to work under limited direction and be self-motivated.
- Customer driven mindset and the ability to provide exceptional community experience
- Ability to build relationships and support staff and volunteers to achieve high outcomes.
- Use of corporate technology including systems in electronic document management, finance, customer requests, intranet and other platforms as required by the position.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Thorough understanding of community development theory and principles.
- Broad understanding of community services in a local government context.
- Knowledge of evaluation techniques and processes and the use of data in planning to respond to community need.
- Knowledge of State and Federal Government agencies, policies and their funding programs.
- Working knowledge of community engagement practices.
- Working knowledge of volunteer management practices.
- Understanding of the Charles Sturt community demographics, strengths and needs.
- A working knowledge of Council software systems as required.

Experience

- Significant experience in community development and community engagement.
- Experience in establishing and maintaining strategic and collaborative partnerships.
- Experience in the operation of grant programs and funding submissions.
- Experience in volunteer management.
- Experience working within a Community Centre or Neighbourhood House environment is highly desirable.

Qualifications

A tertiary qualification in social sciences, community development or social planning or related field and/or commensurate demonstrated experience in lieu of formal qualifications.

Essential

Senior First Aid Certificate.

Essential

Current Class 1 Drivers licence.

Essential

Relevant Employment Screenings and National Checks.

Essential

Child Safe Environment training (Mandated Notification) training, or a willingness to undertake the relevant training.

Essential