POSITION DESCRIPTION

Position Title:	COMMUNITY DEVELOPMENT OFFICER		Version:	1.2
Position Reports to:	Neighbourhood Centre Coordinator			
Program:	Community Development			
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)			
Role Level: Worker	Direct Reports: Nil		Classification Level:	4
Date reviewed: 07/2024	Reviewed by: CEO, HR		Date next review: 07/2026	

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd. (Encircle) is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron, and Zillmere as well as delivering outreach programs. We have 70 staff and approx. 150 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected and supported.

Our Mission:

To be a responsive, adaptive and sustainable organization to meet the changing needs of our communities.

Housing and Neighbourhoods at Encircle:

Our Housing and Neighbourhoods team deliver programs that Encircle implements on behalf of the Commonwealth and Queensland Governments, working in close cooperation with a range of other service providers, peer and community networks, and local governments.

Programs operate from a number of Encircle locations; Pine Rivers, Kallangur and Redcliffe Neighbourhood Centres, as well as sites at Zillmere, Bribie Island, Deception Bay and Caboolture.

Aligned with Community Development and Social Justice principles, clients are provided the opportunity to be connected with variety of services, programs and networks that match their needs, enabling them to develop capacity and cabability. Other Services that we regularly refer to include; housing providers (community and state), psychological and financial counselling, legal services, family and parenting support, seniors programs, as well as a variety of community development, inclusion and engagement activities.

PURPOSE OF ROLE

Contribute to the establishment of operational objectives for the Community Development team, utilising sound knowledge and skills gained through qualifications and experience.

Coordinate and drive collaboration with community organisations, internal stakeholders and other community groups to develop, implement and evaluate community initiatives and support services that build connected and inclusive communities and respond to emerging community needs.

MAIN DUTIES AND RESPONSIBILITIES

Manage and plan daily work schedules, Community Development activities and initiatives with a high level of autonomy as well supervising students and volunteers in accordance with operational plans and objectives across Encircles operational areas.

As a Community Development Officer, you will have a sound understanding of existing guidelines and work procedures relating to community development and provide advice and assistance that attributes and aligns within the Community Development Team.

To promote collaboration and work cooperatively with other Encircle staff, community groups and other Key stakeholders to implement and evaluate community development initiatives that build connected and inclusive communities and respond to emerging community needs.

Duties:

- Contribute to and influence the development of Community Development operational plans.

- Lead, implement, manage and facilitate community programs and activities in accordance with operational plans.

- Guide and influence the establishment of community development principles and practice as part of Encircle's organisational culture.

- Develop and maintain productive and mutually beneficial working relationships with a diverse range of stakeholders, including community individuals and civil society organisations and groups, schools and all levels of government.

- Support individuals and families that present with complex and/or high needs and assist them to access appropriate assistance, including through referral pathways and/or brief interventions.

- Lead the continuous development and improvement of program design and program implementation responding to the identified needs and aspirations of communities.

- Contribute to the preparation of reports, proposals and submissions.

- Participate in the interagency groups, networks, committees and specific working groups which address issues and goals identified in the community.

- Positively contribute to the successful operation of the Community Development Team, including working on projects with other team members.

- Comply with all program and legislative requirements and standards relating to information sharing; privacy and confidentiality; and case recording.

- Support the recruitment, onboarding, training, development, management and retention of volunteers. Work with the Volunteer Coordinator to maintain volunteer information, and probity including assisting with monitoring blue cards, police checks, etc.

- Undertake other activities related to Community Development in line with approved operational plans.

Delegated Authorities:

- Manage programs, activities and events against approved budgets including purchasing and invoicing in accordance with organisational policies and procedures.

KEY POSITION OUTCOMES

- Operational plans are implemented to support organisational objectives.

- Team members and volunteers are supported by more experienced senior members in achieving unity and operational outcomes.

- Community initiatives are successfully implemented and promote better connected communities and self-sustainability.

POSITION REQUIREMENTS

Qualifications:

- Tertiary qualifications in Human Services or related field will be high regarded.

Capabilities:

- Ability to lead and motivate less experienced staff and volunteers, fostering a positive and collaborative culture.

- Ability to analyse and interpret issues and problems and implement appropriate solutions.

- Work within agreed objectives and budget constrains.

- Utilise knowledge of Community Services / Community Development principles to establish and contribute to the development of procedures and operational plans.

- Good verbal communication skills including effective listening, clear interpretation and presentation skills including public speaking.

- Ability to work in partnership with individuals and groups in the community.

- Development and presentation of statistical information including drafting reports, preparing internal and external correspondence.

- Energetic, self-motivated with lateral and forward-thinking skills.

- Intermediate Computer literacy with experience using the Microsoft Office suite of products with the ability to prepare written reports and other correspondence and meet reporting requirements and the organisational database.

Previous Experience:

- Minimum of 2 years' experience.

Other:

- National Police Check
- Current Driver's License
- Must be able to work in Australia
- Blue Card

KEY SELECTION CRITERIA

KSC1: Theoretical understanding of community development approaches, systems and practice and strength-based frameworks for working with communities.

KSC2: Demonstrated experience delivering strength-based community development programs, activities and events with communities.

KSC3: Proven expertise in the design, delivery and management of community development programs that address complex social needs in a diverse community.

KSC4: Demonstrated experience supervising, supporting, mentoring, advising and guiding colleagues and volunteers.

KSC5: Highly developed ability to liaise effectively with a wide range of people, build positive relationships and work in collaboration with a range of stakeholders.

KSC6: Effective interpersonal and communication skills, proven ability to negotiate and influence positive community outcomes.

KSC7: High level of communication and computer skills that includes database management, collection of statistical data, preparation of reports, social media and familiarity with MS Office suite.

KSC8: Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQA+ backgrounds and other vulnerable population groups and the ability to respond by utilising a community development approach.

Key Documents:

- Encircle Policies and Procedures

Employee Name

Employee Signature: Dated: