



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>COMMUNITY DEVELOPMENT OFFICER</b>		<b>Version:</b>	2.0
<b>Position Reports to:</b>	CEO			
<b>Program:</b>	Community Development			
<b>Award:</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)</b>			
<b>Role Level:</b>	Worker	<b>Direct Reports:</b>	Nil	<b>Classification Level:</b> 4
<b>Date reviewed:</b>	02/2026	<b>Reviewed by:</b>	CEO, HR	<b>Date next review:</b> 02/2027

### ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay and the greater North Brisbane area.

Since 1987, we have been 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 six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

#### Our Vision:

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter and freedom of choice.

#### Our Purpose:

Support and Advocate for the people of the City of Moreton Bay through: Leading, Advocating, Aligning, Seeking, and Learning.

#### 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 (Lawnton), Kallangur and Redcliffe Neighbourhood Centres, as well as sites at Strathpine 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 capability. 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**

As a Community Development Officer, you will have high-level understanding of existing guidelines and work procedures relating to community development and provide advice and assistance that attributes and aligns within the Strategic Intent of Encircle Community Services.

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:**

- Guide and influence the establishment of community development principles and practice as part of Encircle's organisational culture.
- 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.
- Develop and maintain productive and mutually beneficial working relationships with a diverse range of stakeholders, including community individuals and all levels of government.
- Lead the continuous development and improvement of program design and community consultation.
- Work with Encircle's Business Partners to contribute to the preparation of reports, proposals and submissions and positively contribute to the successful operation of the Community Development Team, including working on projects with other team members
- Participate in the interagency groups, networks, committees and specific working groups which address issues and goals identified in the community.
- Comply with all program and legislative requirements and standards relating to information sharing; privacy and confidentiality; and case recording.
- 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 and Experience:

- Tertiary qualifications in Human Services or related field.
- Minimum of 3 years' experience in a similar role.

### 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 constraints.
- Utilise knowledge of Community Services / Community Development principles to establish and contribute to the development of procedures and operational plans.
- High-level communication skills including public speaking and the 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.
- High-level computer literacy with experience using the Microsoft Office suite of products as well as Canva.

### Other:

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

## KEY SELECTION CRITERIA

**KSC1** Demonstrated and theoretical experience delivering strength-based community development programs, activities and events with communities.

**KSC2** Proven expertise in the design, delivery and management of community development programs that address complex social needs in a diverse community.

**KSC3:** Effective interpersonal and communication skills, proven ability to negotiate and influence positive community outcomes. And advise, mentor and support colleagues and volunteers.

**KSC4** Highly developed ability to liaise effectively with a wide range of people, build positive relationships and work in collaboration with a range of stakeholders.

**KSC5** 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.

**KSC6:** 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

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Employee Signature:

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Dated:



encircle  
community  
services