



## POSITION DESCRIPTION

<b>Job Title</b>	<b>COMMUNITY SUPPORT OFFICER</b>
<b>Location</b>	Bundaberg & District Neighbourhood Centre
<b>Award classification.</b>	SCHADS - Level 3
<b>Job Status</b>	Part-time, fixed term
<b>Hours/week</b>	Up to 18 hours per week negotiable with 4 weeks annual leave
<b>Duration</b>	1 <sup>st</sup> July 2024 to 30 <sup>th</sup> September 2028 (Dependent on ongoing funding)

### YOUR EMPLOYER:

Bundaberg Neighbourhood Centre operates in Bundaberg, as an information hub to the Bundaberg community. It manages a variety of programs, providing services to low income and/or disadvantaged sectors of the community. The Centre is a not-for-profit charity governed by a Management Committee and operates through several State and Federal Government contracts and income from facilities hire.

### THE PROJECT

Funded by the Queensland Department of Communities, this position has been established to primarily support the Community Connect Worker. The position may occasionally make connections between volunteers and organisations, facilitate the distribution of emergency relief and, identify activities that help improve the quality of life for people.

### YOUR ROLE:

The primary focus of this position is to support the Community Connect Worker. This may involve initial interviews with vulnerable clients and recording of client data into a spreadsheet. The position may support clients to connect with other support services. Part of the role will be to establish and maintain a repository of support options available to vulnerable clients. At times, this position may be required to backfill the Community Connect Worker during annual leave.

In addition to the community connect support role, the position may connect volunteers with organisations and maintain a register of organisations requiring volunteers. The facilitation of emergency relief will require contact with community members who need support and to determine the level of support that can be issued.

This position will be required to take a lead role in the planning and running of the Centre's annual Volunteering Awards with the support of other Centre based staff and volunteers. All duties will occur on an as needed basis with tasks being prioritized as they present themselves.

## **THE COMMUNITY SUPPORT OFFICER WILL:**

- support the Community Connect Worker by performing support duties as required.
- facilitate the distribution of emergency relief.
- make connections between volunteers and organisations.
- take a lead role in the organising and running of annual volunteering awards and maintain a volunteer register.
- Help to identify activities that help to increase people's quality of life.
- participate in meetings within the community as required.
- participate in Bundaberg Neighbourhood Centre activities and events and, perform other duties as directed by the Centre Manager.

## **MANDATORY REQUIREMENTS OF THE ROLE ARE:**

- possession of a "C" class driver's license.
- possession of, or eligible to obtain a working with children check (Blue Card) or police check.
- A background in social work or related discipline is highly desirable.
- Relevant qualifications and / or extensive relevant experience.

## **RESPONSIBILITIES:**

You will have responsibility for the following activities:

- Adhering to promotional protocols when using social media or other marketing avenues
- Follow strict privacy rules and the Centre's code of conduct.
- Monitor progress and effectiveness against agreed measures.

## **ARE YOU THE RIGHT PERSON?**

1. Demonstrated ability to work autonomously.
2. Experienced in helping vulnerable community members.
3. Highly developed computer skills including Microsoft Outlook, Excel, Word and Power Point.
4. Ability to identify activities to help improve the lives of people in the community.
5. Highly developed interpersonal skills including online interaction.

## **HOW TO APPLY?**

To apply for this position, you will forward your resume with a maximum of two pages outlining how you meet the requirements of this position demonstrating why you are the best person for the job.

Applications can be emailed to the Centre Manager at; [coordinator@bundabergneighbourhoodcentre.org.au](mailto:coordinator@bundabergneighbourhoodcentre.org.au), or posted / delivered to Bundaberg Neighbourhood Centre, 111 Targo Street Bundaberg South.