



JOB TITLE	Community Programs Team Member (Identified*)
DATE	September 2026
REPORTS TO	Family Support & Wellbeing Team Leader with Community Programs Manager

JOB DESCRIPTION

Purpose of role	The Community Programs Team Member will deliver the Strong Families Strong Communities programs through the provision of culturally sensitive activities, events, groups and community education. With a particular focus on youth aged 10 – 25 years and working in a range of settings including community, in the home and/or schools the Community Programs Team Member will work collaboratively with other services/individuals to improve community safety and wellbeing. <i>*This position is identified for Aboriginal and/or Torres Strait Island people only. Being an Australian Aboriginal and/or Torres Strait Islander person is a genuine occupational qualification required to undertake this role under section 14 (d) of the Anti-Discrimination Act 1977 (NSW).</i>
Main duties and responsibilities	Core objectives include: 1. Community Education and Group Work • Conduct regular community research/needs assessments to inform service planning and service delivery. • Propose project ideas and assist with small grant applications • Develop and coordinate community education initiatives, events, and activities that support the wellbeing and safety of Aboriginal people. • Coordinate and/or deliver group programs to vulnerable Aboriginal community groups who need support including children, youth, the elderly, Aboriginal families, and isolated people. • Plan and evaluate groups, activities, events and community education initiatives. • Obtain community members/clients/stakeholders feedback on a quarterly basis through surveys/feedback forms. • Participate in interagency networks and committees to improve community outcomes. • Promote the benefits of chronic disease prevention and health checks to clients and community. 2. Youth Work • Provide one-on-one support services to Aboriginal youth to improve safety and wellbeing. Service delivery may include information, advocacy, case work, drop-in assistance, outreach and home visiting, personal and practical assistance and referral. • Deliver support to clients using strengths-based trauma-informed and culturally safe approaches.

- Provide referrals to other services and facilitate transition to alternative services when required.
- Role model and reinforce safety through clear boundaries and expectations.

3. Work Development Orders

- Sign up clients who are eligible for a Work Development Order (WDO).
- Monitor attendance of WDO clients in line with their agreed activities.
- Maintain relevant data using the WDO portal.
- Provide assistance as required to WDO clients.
- Undertake the duties of the WDO Officer to coordinate work to be undertaken by members participating in the WDO Program.
- Supervise the work and activities.
- Submit weekly reports in line with scheduled outcomes and requirements of the WDO Program.

4. Accountability

- Maintain a working understanding of child protection legislation and mandatory reporting obligations and uphold this in all work with children and young people.
- Ensure that Strong Families Strong Communities targets and KPI's are achieved in line with funding agreements.
- Work with the Community Programs Manager to address any anticipated or actual difficulty in achieving KPI's.
- Submit accurate service data at the end of each month in accordance with policy and funding requirements
- Provide a weekly schedule to the Community Programs Manager outlining intake requests/referrals/current clients and case plans.
- Participate in fortnightly team meetings.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	• Qualification at a Certificate IV level or higher in a field related to Community Services or currently enrolled to obtain
Experience	• Experience working with Aboriginal communities or within an Aboriginal organisation. • Experience providing one-on-one support to clients experiencing complex issues e.g. abuse, racism, substance abuse, homelessness. • Experience in facilitating groups, conducting community events, or running programs.
Knowledge	• Knowledge and understanding of child protection requirements relating to community work. • Knowledge and understanding of strengths-based, trauma informed and culturally safe approaches. • Understanding of the issues and barriers that impact upon the safety and wellbeing of Aboriginal people.
Skills & competencies	• Cultural capability: The ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face. • Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work calmly under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- Confirmation of Aboriginality
- Current NSW Working With Children Check
- Nationally Coordinated Criminal History Check (Police Check)
- Current driver licence and willingness to travel across all locations
- Current First Aid and CPR certificate

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

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Date