

Community Development Officer

Work Unit	Program Delivery
Classification Level	2
Employment type	Continuing / Casual / Fixed Term, FTE - Various
Work location	State Office
Reporting line	Regional Community Development Manager.
Supervisory Responsibilities	Nil
Date document created or updated	04/12/2017

Position purpose

The Community Development Officer is responsible for the delivery and coordination of the Alcohol and Drug Foundations (ADF) programs within the state. This involves establishing relationships with, and engaging with, sporting clubs, leagues and associations, local government representatives, and community organisations. The incumbent will also support the implementation of new programs and services designed to reduce the impact of alcohol and other drugs related to harm in communities.

Organisational context

Celebrating more than 50 years of service to the community, the Alcohol and Drug Foundation is Australia’s leading body committed to preventing alcohol and other drug problems in communities around the nation. Our aim is to create an Australian culture that supports people to live healthy, safe and satisfying lives, unaffected by drug and alcohol problems.

The Foundation’s work reaches millions of people in local communities through sporting clubs, workplaces, health care settings and schools, offering educational information, drug and alcohol prevention programs and advocating for strong and healthy communities. The Australian Drug Foundation is proudly independent and not-for-profit.

Our services and programs include:

- Alcohol and drug information
- Community programs
- Workplace services
- Policy and advocacy

For further information, please go to our website: <http://www.adf.org.au/>

Key Relationships

Internal Relationships:

- State Manager
- Regional Community Development Manager (RCDM)
- Program Delivery Team members
- ADF staff and project teams

External Relationships:

- Contractors and Community partners
- Local & State Government contacts
- Community sporting clubs
- Regional leagues and associations
- State sporting organisations
- Funding and program partners as determined by the Regional Community Development Manager (RCDM)/ Senior Community Development Officer (SCDO)

Responsibilities

Program Delivery and Implementation

- Contribute to the successful delivery and ongoing development of ADF programs within the state in accordance with ADF national and state objectives.
- Communicate and promote the important role played by ADF programs including the Good Sports program to a broad range of stakeholders and participants.
- Collaborate successfully and professionally with staff and external stakeholders to meet the ADF's mission and objectives.
- Implement ADF programs and quality practices within the state.
- Act as a key point of contact for contractors and community partners and provide expertise to facilitate success in their role.
- Assist in the implementation of regional activities, planning, promotions and state-based initiatives.

Program Management & Expansion

- Manage effective relationships with staff and stakeholders to facilitate the delivery of ADF programs at the community level.
- Proactively investigate potential community development opportunities for the expansion of the Good Sports program.
- Manage the achievement of established Key Performance Indicators and targets.
- Provide regular operating reports to the Manager, Program Delivery.
- Coordinate delivery of relevant promotion and engagement activities for the region including:
 - Ensuring the Good Sports extranet is current with regional specific information;
 - Supporting club engagement and interaction with Salesforce (CRM);
 - Providing information for club newsletters and web updates;
 - Providing information for and/or circulation of partner updates/newsletters.

Quality Control

- Collect, analyse, report and monitor the numbers, progression and satisfaction of clubs participating in the Good Sports program.
- Assist in the delivery of the Good Sports program, and provide feedback from relevant stakeholders to contribute to the ongoing expansion and improvement of the programs
- Ensure the effective and quality focussed delivery and administrative requirements of the Good Sports programs within established timeframes

Values

- Contribute positively to program growth and delivery in line with ADF's core values and guiding principles.
- Help create a culture and environment focussed around team, support and achievement.

Capability Profile

Formal Education

- A year 12 certificate or equivalent plus further training, and a minimum of two years relevant experience in a similar community development role.
- Tertiary qualification in sport, community development, health, education/training or business-related field an advantage.

Skills and Knowledge

Essential

- Highly developed verbal, written, and interpersonal skills to suit a wide range of audiences with particular emphasis on communication using virtual channels (i.e. phone and GoToMeeting/Email).
- Demonstrated success and experience in delivering community development programs and dealing with key community stakeholders.
- Proficient in the use of CRM systems (i.e. Sales Force), Microsoft Office and associated programs.
- Experience and understanding of the sporting sector particularly at the local community level.
- Ability to work autonomously, establishing credibility with a diverse range of stakeholders.
- Commitment to quality practices and demonstrated attention to detail.
- Ability to travel and work outside of standard working hours.

Desirable

- An understanding of the culture, dynamics and politics of state and local government.
- Knowledge/interest in issues associated with alcohol and other drugs, and an understanding of liquor licensing laws.

Key Competencies (See table below)

Competency	Definition	Importance
Planning & Organising	Sets action plans for work and organises time and resources as appropriate. Plans own work (and work of others if required) and establishes priorities, deadlines and objectives.	Essential
Build & Maintain Relationships	Able to establish and maintain relationships with people at all levels. Values and protects effective relationships with employees, customers and suppliers, as appropriate. Builds harmonious and positive alliances with relevant professional contacts.	Essential
Results Orientation	Takes responsibility and accountability for achieving required actions and outcomes. Keen to complete tasks and see things through to the end.	Essential

Ongoing Learning	Seeks to learn from experiences and takes responsibility for own learning. Takes action to develop the personal qualities, skills and knowledge to handle work responsibilities.	Essential
Resilience	Able to maintain good spirits even in demanding circumstances. Accepts feedback without becoming defensive or upset.	Desirable
Tenacity	Persistent and persevering. Continues to strive for goals in the face of adversity. Copes with disappointments and setbacks.	Desirable