

## Position Description - Community Social Worker

<b>Position Title</b>	Community Social Worker
<b>Department</b>	Recipient Services
<b>Location</b>	16 Pakington Street, St Kilda (WFO)
<b>Employment Status</b>	Full Time — 38 hours per week
<b>Employment Type</b>	Permanent
<b>Classification</b>	SCHADS SACS Level 3
<b>Probation Period</b>	6 months
<b>Reports To</b>	Head of Recipient Services
<b>Applications To</b>	yosi@ccare.org.au

### About C Care

C Care is a leading front-line community organisation connecting individuals and families experiencing food insecurity and social isolation across Melbourne's south east. Founded in 2011, we have grown from a small community initiative into a dynamic organisation serving 1,000+ families, powered by a predominantly volunteer workforce.

Our mission is to connect our community through food and friendship. We address two fundamental human needs — food security and social inclusion — delivering personalised, culturally appropriate services that meet people where they are. We focus equally on fulfilling recipients' needs and building a genuine sense of community for everyone we serve.

We are a growing, maturing organisation and recently moved to a new purpose-built space to better serve our community. We are investing in our team and systems to match our ambitions.

### About the Role

As we grow, we are investing greater resource into client care to deliver better outcomes for the families we serve.

The Recipient Wellbeing Coordinator is a newly created position that will be the dedicated human anchor for our recipients' journeys. You will be the person who gets to know our clients, conducting intake assessments, maintaining periodic check-ins, responding when people need help, advocating with external services, and offboarding when clients no longer need our services.

This role is not a traditional clinical casework position. C Care serves over 1,000 families. You will deliver support through a client triage framework, which you will help develop, that will determine

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how to allocate care attention. AI-assisted tools and smart workflows will be part of how you do your best work.

This role will work alongside a Recipient Operations Coordinator who manages service delivery, allowing you to focus on wellbeing and care. You will report to Head of Recipient Services who will work with you to develop our client triage framework.

## Key Responsibilities

### Client Intake & Assessment

- Conduct comprehensive intake assessments with new clients
- Determine service packages and identify external supports needed
- Help clients understand and navigate our services
- Contribute to our client triage framework in collaboration with the Head of Recipient Services

### Ongoing Client Support

- Conduct regular check-ins with active clients to review services and circumstances
- Respond to on-demand care needs as they arise
- Liaise with external agencies to refer clients and support them in accessing additional help
- Manage client offboarding from our services

### Documentation & Impact

- Maintain accurate, timely client records and conversation notes
- Uphold confidentiality and comply with all data protection obligations
- Assess and evaluate impact of our services on client wellbeing on a quarterly basis
- Develop service impact case studies for internal learning, reporting, and storytelling purposes
- Maintain familiarity with mandatory reporting requirements and pathways, and act accordingly when required

### Team & Organisational Contribution

- Work with Recipient Operations Coordinator to ensure alignment between client care and service fulfilment
- Coach volunteers to support clients, in a way that reflects C Care's values and builds community
- Contribute to a culture of collaboration and continuous improvement, sharing insights, flagging issues, and embracing change as the organisation matures
- Leverage AI tools and innovative practice to improve efficiency and reach at scale

## Selection Criteria

### Essential

- Degree in social work or a related field
- Minimum 2 years of experience in a social work setting
- Demonstrated ability to build rapport, assess needs and navigate social services
- Strong documentation skills and discipline, ensuring attention to detail and maintaining privacy
- Ability to assess intervention impact and articulate improvement recommendations
- Comfort working in a growing organisation where processes are maturing

- Genuine interest in leveraging AI and digital tools to improve practice and extend reach
- Understanding of mandatory reporting requirements and obligations under Victorian law

### Desirable

- Languages in addition to English, particularly Russian, Hebrew, and/or Yiddish
- Familiarity with Jewish culture
- Experience working in a high-volume community services environment with tiered service delivery

## Accountabilities & Key Performance Indicators

Accountability	Key Performance Indicators
<b>Client Intake</b>	<ul style="list-style-type: none"> <li>• Number of intake assessments completed per quarter</li> <li>• Quality of intakes: completeness of data collection, documentation accuracy, client satisfaction rating, communication quality</li> </ul>
<b>Ongoing Check-ins</b>	<ul style="list-style-type: none"> <li>• Number of client check-ins completed per quarter</li> <li>• Quality of check-ins: documentation, service review outcomes, client satisfaction rating</li> </ul>
<b>On-Demand Support</b>	<ul style="list-style-type: none"> <li>• Number of on-demand support instances responded to per quarter</li> <li>• Quality of response: timeliness, appropriateness of action taken, documentation, follow-up, client feedback</li> </ul>
<b>Client Offboarding</b>	<ul style="list-style-type: none"> <li>• Number of clients offboarded per quarter</li> <li>• Quality of offboarding: appropriateness of referrals made, documentation completeness, client experience</li> </ul>
<b>External Referrals</b>	<ul style="list-style-type: none"> <li>• Number of external referrals made per quarter</li> <li>• Quality of referrals: follow-through, documented outcomes, appropriateness of match</li> </ul>
<b>Service Impact</b>	<ul style="list-style-type: none"> <li>• Quarterly service impact assessment submitted with documented methodology and improvement recommendations</li> <li>• At least two impact case studies developed per quarter</li> <li>• Evidence of measurable improvement in at least one identified areas per quarter</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Salesforce records maintained accurately and up to date</li> <li>• Mandatory reporting obligations met</li> <li>• Positive contribution to team culture and continuous improvement</li> </ul>

## Key Stakeholders

Stakeholder	Purpose
<b>Head of Recipient Services</b>	Direct manager; strategic direction, supervision, performance review
<b>Recipient Operations Coordinator</b>	Day-to-day collaboration on service fulfilment and client logistics
<b>External Supervision Provider</b>	Regular external professional supervision
<b>External Referral Partners</b>	Community services, government agencies, welfare bodies

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<b>Volunteers</b>	Client-facing touchpoints; role models C Care values
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*This Position Description is intended as a guide to the performance of your duties and is not an exhaustive list of all responsibilities. As C Care grows, your role will evolve — and we value people who embrace that. A formal review will occur every quarter, with performance assessed against the KPIs above.*