

Position Description

POSITION TITLE:	Communications Assistant
REPORTS TO:	Community Engagement Coordinator
LOCATION:	Collingwood, Victoria and/or flexible working arrangements including remote working, across Australia
SALARY AND ENTITLEMENTS:	Level 2 Social Community, Home Care and Disability Services Industry Award
STRUCTURE:	Casual (hours may vary each week)
ISSUE DATE:	May 2026

We deeply value lived experience. This is an identified position for a young person (18-22 years) with disability.

CYDA's vision and purpose

[Children and Young People with Disability Australia \(CYDA\)](#) is the national representative organisation for children and young people with disability aged 0 to 25 years. CYDA has extensive national networks of young people with disability, families and caregivers of children with disability, and advocacy and community organisations.

Our vision is that children and young people with disability in Australia will fully exercise their rights, realise their aspirations and thrive in all communities. Our work is guided by our ['Strategic Plan 2024-2027'](#).

As an organisation who represents children and young people with disability, and their parents and caregivers, we deeply value the lived experience of people with disability and family lived experience of disability.

The disability community we proudly represent is one that is diverse and intersectional. People with a lived experience of disability, family connection with disability, people who are Aboriginal and Torres Strait Islander, members of the LGBTIQ+ community, people who are from multicultural and/or socioeconomically disadvantaged backgrounds are strongly encouraged to apply. ***This is an identified position for a young person (18-22 years) with disability.***

Position overview

The Community Engagement Assistant provides administrative and operational support to community engagement and communications activities.

This is an entry-level position aligned with SCHADS Level 2. The role performs clearly defined, routine tasks under close supervision and direction. Work is carried out in accordance with established procedures, guidelines, and instructions provided by the Community Engagement Coordinator.

The position supports the development of lived-experience-informed content across social media and communication channels. The role does not involve decision-making responsibilities.

This role is identified for a young person with disability aged 18–22 and is designed to support skill development in a structured and supportive environment.

Key responsibilities

Under direction from the Community Engagement Coordinator:

- Participate in the creation of digital content, including appearing on camera to deliver pre-prepared scripts or messages as directed
- Undertake routine tasks to support the development of content for social media and communication platforms
- Assist with drafting, formatting, and scheduling content using provided templates, tools, and instructions
- Identify simple suggestions or observations to help ensure content is relatable to young people, without responsibility for final content decisions
- Make minor edits or updates to content based on feedback and established guidelines
- Collate and organise information and materials required for communications activities
- Provide administrative support to community engagement activities, including campaigns, consultations, and events
- Participate in team meetings and contribute when requested
- Work cooperatively as part of the Community Impact Team and with other teams as directed
- Follow all organisational policies, procedures, and confidentiality requirements

Key performance indicators

- Completion of allocated tasks within agreed timeframes
- Accuracy and attention to detail in routine work tasks
- Ability to follow instructions, procedures, and feedback
- Contribution to the preparation of accessible and appropriate content
- Participation in content creation activities (including on-camera delivery when required)
- Provision of guided input to support youth relevance of content when requested
- Effective participation in team activities when required
- Maintenance of records and information in line with organisational requirements
- Demonstrated development of relevant skills over time

This Position Description is intended as a guide to the performance of the role. It is not an exhaustive list of everything required. The Assistant may be required to perform additional duties suited to their role and skill level.

Key internal and external stakeholders

Reports to: Community Engagement Coordinator provides close supervision and allocates tasks. May also be supported by other Community Impact Team members, or the Community Impact Manager.

Direct reports: nil

External stakeholders: limited and typically supported by the Coordinator or another senior staff member

Selection criteria

- A young person with disability aged 18–22
- Demonstrated interest in communications, social media, community engagement or advocacy
- Demonstrated ability to use digital tools like TikTok and Instagram Reels to create content
- Demonstrated ability to complete structured tasks under direction and follow clear instructions, processes, and timelines
- Emerging written and/or verbal communication skills, with the ability to contribute to content in a clear and appropriate way
- Confidence to participate in content creation activities, including being on camera with support and preparation
- Demonstrated ability to use digital platforms to complete tasks (e.g. Microsoft Office, Google Workspace)
- Ability to work collaboratively within a team environment and respond positively to feedback

As part of CYDA's commitment to child safety, the successful candidate will be required to gain a satisfactory National Police Records Check and a Working with Children Check.

Salary and conditions

This position is a Level 2 position as specified by the Social Community, Home Care and Disability Services Industry Award. Generous salary packaging is available.

CYDA offers flexible working arrangements for all staff, including in-office (Collingwood, Victoria), remote (all states and territories considered) or hybrid. Specific working arrangements may be negotiated where they are aligned to Award requirements and the expectations of the role. Flexible working arrangements may include things such as flexibility of start times and finish times, and flexibility in hours to manage health and/or caring responsibilities, among other things.

Conditions of employment are set out in the Employment Agreement and the Social Community, Home Care and Disability Services Award. A probationary period of six months forms part of the Employment Agreement.

To apply

To apply for this position, please submit your application by email to info@cyda.org.au by 9am AEDT on 8th June 2026.

Applications should include:

- a short video application (details below)
- your current CV / resume.

Video application requirements

As this role involves being on camera for content for social media, we're asking applicants to submit a short video instead of a traditional cover letter.

Your video should:

- be no longer than 2-3 minutes
- introduce yourself and why you're interested in the role
- respond to the Key Selection Criteria
- give us a sense of your communication style and how you might present in social media content

You're welcome to film this on your phone or any device. We are not assessing production quality or editing, just how you communicate and connect.

Unfortunately, due to the requirements of the role, we will not be able to assess your application if you do not include a short video application.

Your CV / resume should be in written format.

When submitting your files, please use the following naming format:

- FirstName_LastName_VideoApplication
- FirstName_LastName_CV

If your files are too large to attach to an email, we ask that you share them in a view-only Google Drive or Dropbox link (or similar) in your application email.

Shortlisted candidates may be asked to complete an additional task (e.g. film themselves for a scripted video) as part of the selection process.

For accessibility enquiries or support with the application process (including alternative formats or submission methods), please contact our us at info@cyda.org.au or 1800 222 660.