

POSITION DESCRIPTION

Position Title	Community Development Worker
Employment Status	Casual
Industry Award	SCHCADS Award Level 3/4
Reporting to	Community & Family Support Team Leader
Directly Supervising	NIL
Work Area	Inner-Western Sydney areas identified, Burwood, Strathfield, Canada Bay and Canterbury
Office location	Campsie (primary) and outreach sites as required
Date Prepared/Updated	June 2026
Employment Term	Casual
Conditions	Employment for this position is subject to a satisfactory Working with Children Check and National Police check

The Community Development Worker operates within the Family Team and is responsible for community engagement, program delivery, and networking with diverse communities, government and non-government agencies, and internal stakeholders under the Targeted Earlier Intervention (TEI) program funded by the Department of Communities and Justice.

The TEI program comprises two key streams, providing an evidence-based framework for prevention and early help:

- **Community Strengthening stream:** Includes activities that promote greater community cohesion, inclusion, wellbeing, and empowerment, with a focus on supporting Aboriginal communities.
- **Wellbeing and Safety stream:** Includes activities aimed at strengthening protective factors and addressing known risk factors. This stream ensures that parents and caregivers achieve their personal wellbeing and safety outcomes, enabling them to provide a safe and nurturing home for children and young people.

These streams are designed to offer flexible program activity options based on the needs and vulnerabilities of individuals and families, who may access services across one or both streams simultaneously. As vulnerabilities change over time, access to support may shift to meet their evolving needs.

The Community Development Worker will:

- Deliver programs that empower CALD, LGBTQIA+, Aboriginal, and Torres Strait Islander communities by fostering inclusiveness, social participation, and wellbeing within a child protection lens.
- Promote personal development and safety for children, young people, families, and communities through tailored programs and projects.
- Build sustainable partnerships and networks, collaborating with stakeholders to coordinate community events and activities.
- Work within Metro Assist's culturally sensitive, trauma-informed, and person-centered framework to ensure services are accessible and inclusive.
- Maintaining program data and reporting as required by the organisation.
- Provide monthly and accurate program reports to immediate supervisor and Family and Financial Inclusion Manager.

This role is integral to Metro Assist's commitment to empowering vulnerable communities by delivering effective, strengths-based programs and services that align with TEI objectives.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> - Promotes the organisation’s vision, mission and values, and understands the client and community context. - General knowledge of functions of other areas in the organisation and roles of the Family Services team. 	<ul style="list-style-type: none"> - Promotes the organisation at events, activities and through partnerships - Makes effective and appropriate referrals as required. - Work within a child protection and person centred framework.
<p>Practices/Safety/Standards</p>	<ul style="list-style-type: none"> - Understands organisational policies and procedures, code of ethics, relevant legislation and WHS practices. - Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. - Ensures the security and protection of information assets under custody. 	<ul style="list-style-type: none"> - Applies understanding of the organisation’s policies and procedures, code of ethics and safe work practices. - Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs. - Has an appropriate clearance under Working With Children requirements and Police check. - Attendance to security awareness training and prompt follow up on ISM improvement instructions. - Reports and responds to any suspected or actual security breaches.

Leadership/Teamwork	<ul style="list-style-type: none"> - Works collaboratively with Family Services team in family-focussed community development. - Provides guidance to less experienced team members. 	<ul style="list-style-type: none"> - Participates in planning and implementing team activities in timely and effective manner. - Works collegially and is an effective problem-solver. - Adopts feedback from team members and supervisor.
Continuous Improvement	<ul style="list-style-type: none"> - Suggests changes to improve quality in own work area and makes agreed changes. 	<ul style="list-style-type: none"> - Adapts readily to changes in procedures, protocols and work systems. - Contributes to service reviews, development and planning functions. - Attends training and provides feedback to the Team. - Seeks feedback from staff, clients and stakeholders. - Provides meaningful and informed reports and the position of the project
Interpersonal Skills/Communication	<ul style="list-style-type: none"> - Deals with non-routine inquiries and is able to manage conflict. - Has effective listening skills, seeks and shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> - Communicates effectively and in a timely manner with clients, team members and stakeholders, and respects confidentiality. - Contributes relevant information for reporting (internal and external).

	<ul style="list-style-type: none"> - Deals with emerging crises and seeks more experienced support where necessary. 	<ul style="list-style-type: none"> - Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients.
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> - Minimum Diploma in community services or relevant studies, or equivalent knowledge and experience. - Is capable across the full range of competencies required at this level of work. 	<ul style="list-style-type: none"> - Provides certified proof of qualifications and/or experience. - Participates in professional development opportunities in line with Metro P&P.
FUNCTIONAL RESPONSIBILITIES	- ROLE REQUIREMENTS	- KEY PERFORMANCE INDICATORS (KPI)
Client Services and Program Management	<ul style="list-style-type: none"> - Is able to identify and monitor the needs of vulnerable families and has knowledge of local services and networks. - Contributes to service development within the organisation. - Adheres to program guidelines and competently delivers community development activities identified in service agreements internal and externally. - Facilitate and implementation a number of community development programs with the focus of parenting, young people and children program with a CALD, diverse community LGBTQIA+ and ATSI in line with TEI program DCJ. 	<ul style="list-style-type: none"> - Ensures that the service is accessible, safe and friendly and appropriate referrals are made. - Deliver, implement and establish a number of programs, events that fall in line with contract requirements and allocated KPI's and reporting requirements both internally and externally - Supports clients' use of infrastructure in accordance with internal P&P. - Delivers information and available resources to groups in various settings (schools, community centres etc) as directed by Team Leader or Manager. - Participates in service reviews and program evaluation.

		<ul style="list-style-type: none"> - Adheres to relevant policies and guidelines relating to program service agreements. - Maintains and records data and feedback from community engagement. - Number of successful programs, activities and events undertaken in line with KPI's
<p>Community Development/Capacity Building/</p>	<ul style="list-style-type: none"> - In line with the DCJ TEI program, facilitate, implement, and deliver a number of programs identified within the TEI contract. - Adhere to both internal and external reporting requirements. - Work collaboratively with key local community stakeholders. - Develop initiatives to empower communities through events and identified group-based activities that are evidence-informed and person-centre - Create promotional materials using the Metro templates, in line with the internal marketing strategy, to support the promotion of programs and enhance the overall visibility of Metro Assist and its programs. 	<ul style="list-style-type: none"> - Actively engage in relevant interagency networks and community service partnerships, promoting collaboration with local services to enhance outcomes for children and families. - Monitor and identify emerging issues within local communities that may impact child and family wellbeing, providing regular updates to the team leader to inform program development and adjustments. - Coordinate community events, parenting workshops, youth program etc. (e.g., open days, local service expos) and support the delivery of other team activities and initiatives within Metro Assist. - Contribute to or lead community service planning and community development initiatives, ensuring a collaborative approach to meeting local needs. - Deliver and implement programs and consultations that align with contract obligations, performance

		<p>indicators (KPIs), and reporting requirements, ensuring quality outcomes and accountability.</p> <ul style="list-style-type: none"> - The staff member will be responsible for designing and producing promotional materials using the Metro template, ensuring that they align with program objectives and Metro Assist's branding, while effectively engaging and informing the target community.
Cultural knowledge	<ul style="list-style-type: none"> - Understands issues and barriers facing people of CALD, LGBTQIA+, refugee and Aboriginal backgrounds and takes steps to ensure that our services are accessible and delivered in a respectful and appropriate manner. 	<ul style="list-style-type: none"> - Applies cultural understanding in day-to-day work with clients. - Seeks feedback from clients and stakeholders to inform work practices and service improvement.
Stakeholder relations	<ul style="list-style-type: none"> - Maintains positive relations with local services, funding bodies and other stakeholders. - Promotes the image of clients and encourages participation and engagement among local families and communities. - Presents a positive image of the organisation in all activities and engagement with stakeholders. - Establish partnerships that lead to long term sustainable partnerships such local Councils, family support, youth services, health, 	<ul style="list-style-type: none"> - Works collegially and collaboratively with other services and agencies, and participates in relevant service networks. - Facilitates clients' engagement with other agencies and support services. - Adopts a strengths-based approach when working with groups and promotes achievements. - Promotes the organisation's and program's achievements through available means. - Lead or facilitate as required to establish a new programs, network/interagency, CALD service network etc.

	<p>Centrelink, education, Aboriginal and CALD support agencies</p>	<ul style="list-style-type: none"> - Promotes the organisation’s and program’s achievements stakeholder meetings and social media platforms - Develop appropriate project partnerships or collaborations to address local and regional issues, or to connect agencies with common issues. - Initiate or participate in regional network planning such as for integrated service plans, youth services plan, community safety plan etc.
<p>Compliance/Reports/Legislation/Policies</p>	<ul style="list-style-type: none"> - Adheres to compliance and data reporting requirements of the organisation and funding bodies while meeting allocated KPIs and other reporting obligations. - Documents and reports on activities and achievements as requested by managers, including summaries of events. - Operates within relevant legislative frameworks and organisational policies. - Maintains an annual work plan aligned with the department’s contract and individual KPIs, while remaining flexible to meet program and community needs. - Adheres to both internal and external reporting requirements. 	<ul style="list-style-type: none"> - Provides timely and accurate data and reporting to the team leader or manager as required. - ☑ Completes CDS reporting within the required timeframe, in line with contract reporting requirements. - Meets all reporting requirements upon project completion, as outlined in the workplan. - Seeks feedback through staff and client surveys, and develops case studies/summaries to increase the organisation’s knowledge base. - Adheres to relevant legislation (WHS, Community plans, Child Youth and Families). - Follows organisational policies and code of behaviour.

<p><u>Special Projects/Tasks</u></p> <p>As and when required by [CEO/Manager/Team Leader]</p>	<p>- As and when required by the supervisor/Manager work on specific project/event related to the core functions.</p>	<p>- Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget.</p>
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Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited’s policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO June 2026

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____