

Position Description

Date created: February 2026

Job Title:	Community Liaison and Support
Department:	Client Services
Classification Level:	Social and Community Service Employee Level 4
Position Reports to:	General Manager Client Services
Position Supervises:	Nil
Capability Level:	Operational - Level 4
Delegation of Authority Level:	Employee

About Us:

Dementia Australia is the national peak body and source of trusted information, education and services for the over 446,500 Australians living with dementia, and the almost 1.7 million people involved in their care. We advocate for positive change and support vital research. We are here to support people impacted by dementia, and to enable them to live as well as possible. Our commitment to a shared set of values shapes our decisions, actions and behaviours towards achieving our core purpose and strategic priorities.

Our Culture Statements:

- We are aligned in our **Purpose**
- We lead with our **Head and Heart**
- We work together **Collaboratively**

Purpose of Position:

The role of Community Liaison and Support is responsible for building trusted and culturally safe and respectful relationships with individuals and communities across Central Australia. The purpose of the role is to strengthen community capacity by increasing understanding of dementia, reducing stigma and barriers, and improving access to services in culturally appropriate ways.

Collaborating with local community and Elders, aged care, health, disability and Aboriginal and Torres Strait Islander organisations and other key stakeholders, this role facilitates and delivers community engagement, dementia awareness and education initiatives. This position also provides direct psycho-social support to people living with dementia, their families and carers.

Position Objectives and Responsibilities

Operational Responsibilities:

Community Engagement and Outreach

Build and maintain relationships with Aboriginal and Torres Strait Islander Elders and communities, local organisations and other stakeholders. This may include health services, aged care and disability providers, local councils.

Work alongside local community groups, Elders and organisations to co-design culturally appropriate resources. This includes promotional materials, online engagement tools, brain health and dementia awareness, support initiatives and programs that enhance community understanding of dementia and improve outcomes for those impacted.

Engage diverse communities, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) communities, LGBT+ communities, people with a disability, older Australians, veterans, rural and remote communities.

Build and strengthen links and pathways to Dementia Australia services, actively promoting the organisation as the peak body representing all people living with dementia.

Monitor and report on program outcomes and cultural engagement activities, ensuring alignment with funding agreements and strategic priorities.

Client Support and Education

	<p>Facilitate group and individual psycho-social and educational sessions to improve understanding of dementia and enable people living with dementia and their carers to connect and build self-efficacy.</p> <p>Provide timely referrals to diagnostic, health and community supports services and support clients to navigate the aged care and disability systems.</p> <p>Ensure services are delivered in a person-centred way, empowering clients to take an active role in directing their own care and services.</p> <p>Maintain accurate client records and ensure compliance with legal and professional standards.</p>
Communication and Team Work:	<p>Develop strong, positive relationships within Dementia Australia, with colleagues in the same team and across departments.</p> <p>Promote an awareness of the needs of people with dementia, and their carers from diverse cultural backgrounds, people who identify as being LGBTI, Aboriginal and Torres Strait Islander people, and people living in rural and remote areas and develop culturally appropriate service strategies to meet individual needs and improve service access.</p>
Organisational Responsibilities:	<p>Communicate and act in ways that are consistent with the organisation's brand and values.</p> <p>Support and promote the work of the organisation, maintaining a positive image of the organization in accordance with the Code of Conduct.</p> <p>Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</p>
Policies and Procedures:	<p>Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</p> <p>Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.</p> <p>Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.</p> <p>Support and promote a strong safety culture by ensuring all work activities are performed in</p>

compliance with the organisation's Work Health and Safety Policy.

Qualifications:

- Tertiary qualifications in a relevant discipline such as social work, community development, health, or allied health highly desirable.

Experience:

- Significant experience building strong and respectful relationships with Aboriginal and Torres Strait Islander Elders, families, communities and organisations.
- An understanding of the needs of diverse communities and barriers to support, due to historical and intergenerational trauma.
- Prior experience building community capacity and providing individual and family with psycho-social interventions.
- Knowledge of dementia and its impact on individuals, carers, and communities.

Capabilities:

The Dementia Australia Capability Framework describes a range of professional capabilities that provide a common language and focus for all staff in performing their roles effectively.

* Key Selection Criteria

Foundational Capabilities	
FC-01 Values Based	
Promotes Diversity and Equality *	Embraces individual and cultural differences through genuine, courteous behaviours, harnessing, promoting and supporting diversity and equality of others in all activities.
Shows Respect and Inclusiveness	Demonstrates inclusive behaviour; listens, values and acknowledges others; is open and respectful to the contributions and ideas of others. Fosters positive, inclusive work environment.
Demonstrates Integrity and Accountability*	Has strong moral principles and holds yourself and others to high standards of accountability; is honest and proactive in taking responsibility for own actions. Acts in ways that are consistent with the organisation's brand and values.

Demonstrates alignment to our Brand	Contributes daily to upholding our Brand Pillars, Voice and Personality as described by our Culture Statements.
FC-02 Personal Attributes	
Manages Self	Demonstrates drive and motivation, self-reflects, and commits to learning and personal growth. Maintains self-awareness and composure and looks for opportunities to learn from the feedback of others.
Adapts and Responds to Change	Embraces new ideas and change initiatives, accepts ambiguity, and adapts to changed circumstances.
Promotes Health and Safety	Promotes prioritises and demonstrates personal responsibility for the health, safety, and wellbeing of self and other team members; considers the physical environment and carefully undertakes tasks with the safety and wellbeing of others in mind.
FC-03 Relationship Building	
Collaborates Effectively *	Collaborates with others to remove barriers and break down silos and enable the collaborative delivery of client/customer focused outcomes.
Teamwork	Fosters teamwork by working together and cooperatively, encouraging, recognising and rewarding those behaviours in others; actively contributes to achieving team results. Supports team decisions.
Stakeholder Engagement *	Builds, fosters and sustains relationships (internally and externally) based on mutual trust, respect and understanding, to help pursue Dementia Australia's vision and mission
FC-04 Business Enablers	
Technology & Information	Understands and uses available technologies and information to maximise efficiencies and deliver effective services; specifically MS Office Suite particularly Word, Excel, Outlook and PowerPoint, plus database operation and maintenance;
Understands financial requirements	Understands and applies processes in line with Dementia Australia policy.
Procedures and Instructions	Understands and complies with legislation, Dementia Australia policies, procedures and instructions, demonstrating commitment to the organization.
Operational Capabilities	

OC-01 – Achieving Results	
Delivers Results	Achieves results through a commitment to quality, planning and efficient resourcing.
Effectively plans and prioritises *	Uses effective time management skills to plan, evaluate and organise work demands to achieve priority outcomes.
Thinks & Solves Problems	Thinks, analyses information to understand issues, uses logic and variety of problem-solving methods to develop workable solutions.
Creates and Innovates	Encourages and suggests new ideas to deliver goals more effectively; shows commitment to improving services, ways of working.
OC-02 Performance Enablers	
Applies Knowledge & Expertise	Continually develops and applies specialist and technical skills and expertise to achieve work outcomes, sharing with others.
Displays Resilience and Courage	Remains open and honest, prepared to express your views respectfully, and be flexible and willing to change.
Continuous Improvement	Embraces learning and development opportunities and welcomes constructive feedback; fosters a commitment to continuous improvement, learning, reflection, and enquiry.
Leverages records and data management	Demonstrates sound knowledge to navigate the use of information, database software in line with compliance and procedures.
OC-03 Effective Communication and Customer Service	
Fosters Effective Communication *	Communicates clearly and openly with different audiences, promoting dialogue and building consensus; actively listens to others, and responds with understanding and respect.
Identifies and commits to client needs and customer service	Provides service excellence by delivering client focused services in line with Dementia Australia's and industry person-centred approach; ensuring client needs and expectations are met.
Influences and Negotiates	Listens to and considers different ideas, discusses issues credibly and thoughtfully, gains consensus and commitment from others.

Additional Requirements:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check, and other relevant checks as required, prior to commencement of position.
4. Comply with all relevant Dementia Australia policies and procedures as updated from time to time.
5. Be flexible in work hours at times to meet the reasonable demands of this position.
6. Be willing to undertake travel as may be required with the position.