

Position Description

Community Development Officer

Position Details

Position Title:	Community Development Officer
Status:	As per Employment Contract
Division:	As per Employment Contract
Classification:	SCHCDS Level 4
Position Reports to:	Regional Manager - Townsville
Direct Reports:	Nil

Play Matters Purpose

Play Matters Australia (formerly Playgroup Queensland) is a registered charity with the Australian Charities and Not-For-Profit Commission. In conjunction with government, non-government, and community agencies, Play Matters supports and establishes state and national parenting programs aimed at families with young children. Play Matters also acts as a voice to the government and the wider community on early childhood and parenting.

Operating for more than 50 years, our Company aims to provide children from birth to five years with the best start to their life by providing their parents and caregivers with skills and confidence to support their child through the fundamental act of play. Our Company ethos of recognising parents and caregivers as a child's first teacher is embedded in all programs. Play Matters has developed and delivers a range of tailored, early intervention programs that are underpinned by evidenced-based methodologies. Our programs are both government-funded and operate commercially across Queensland and Australia.

Purpose of the Position

The primary role of the Community Development Officer is to build growth and retention in various programs.

Play Matters Values

The Play Matter Australia values are as follows. It is expected that all staff embody these values whilst working with Play Matters Australia.

Creative & Fun

We encourage innovation and celebration that is equitable and inclusive

Collaborative

We work together effectively to build relationships, harness everyone's capabilities to achieve positive outcomes



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Welcoming & Inclusive	We foster a friendly, supportive environment that embraces diversity and contributes to a respectable/safe culture
Contemporary practice	We keep abreast of emerging challenges, opportunities, and current practice, striving to continually improve to enact positive change
Accountability	We are committed to honesty and integrity and take responsibility for actions to ensure effective stewardship

Play Matters Statement of Commitment to Children

Play Matters Australia is committed to the safety of children and young people across the organisation. All children and young people have a right to feel safe and to be safe at all times. PMA will not tolerate any abuse or neglect of children or young people involved with our programs. Refer to the Play Matters Australia full [Statement of Commitment](#) here.

Key Relationships

Internal Relationships:	Line Manager Executive Manager Play Matters team members and volunteers
External Relationships:	Parents/Carers/Families Partnering Organisations Local Service Providers Relevant Community Organisations

Key Responsibilities

The key responsibilities for this role will include the following, as well as those that may be delegated from time to time by the Line Manager. Performance outcomes and measures will be outlined and reviewed yearly in accordance with PMA's Performance Review policy and procedures.

Advocate

- Advocates for Play Matters vision, mission, and strategy.

Program Delivery

- Identifies opportunities for growth within the community sector within region of responsibility
- Applies community development strategies to support, sustain and grow community playgroups and programs
- Monitors, and evaluates the Playgroup model and service delivery to ensure it is meeting the needs of our members and communities
- Provides support to improve the quality and effectiveness of the programs



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- Supports volunteers to ensure the sustainability of the program
- Support volunteers with risk identification and management at playgroup
- Develops session resources including but not limited to activity plans, social media, tips sheets and newsletters
- Guides and supports student placements
- Facilitates programs where required

Regional Networking

- Develops strong working relationships with other organisations and stakeholders to collaborate and promote the activities of PMA
- Plans and coordinates events and activities to promote the program
- Contributes to and actively attends local and regional forums to support program delivery
- Provides advice to stakeholders in relation to best practice service delivery and community development

Compliance and Administrative

- Complies as far as able with any reasonable instruction, policy or procedure that is given by PMA
- Completes general administrative tasks as directed by the Coordinator/Line Manager
- Completes all administrative and reporting tasks in a timely manner in accordance with the contractual requirements of the program funder/s
- Maintains the privacy and confidentiality of program participants
- Collects and maintains accurate data entry in the appropriate information management system

Workplace Health & Safety (WH&S)

- Takes reasonable care of personal health and safety and ensures actions or omission do not adversely affect the health and safety of other persons
- Contributes to a workplace environment and culture that adheres to WH&S legislation
- Commits to child safe practices and principles

Capabilities for Success, Experience and Qualifications

Within the context of the role described above, the ideal candidate will be someone who can demonstrate the following capabilities. Please refer to the PMA Capability Library (available on commencement of employment) for further information surrounding specific behaviours associated with each capability listed below.

PMA Values

Capability	Description	Level of Proficiency
Values Alignment	Embodies the PMA values of Creative & Fun, Collaborative, Welcoming & Inclusive, Contemporary practice, and Accountability.	1



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Core Capabilities

Capability	Description	Level of Proficiency
Achieving	Utilises resources, systems and process to achieve results in addition to taking initiative, monitoring progress with a commitment to quality outcome.	1
Learning	Demonstrates self-awareness, and self-motivation for continuous learning, taking onboard feedback and applying new skills on the job.	1
Self-regulation	Manages one's behaviour through self-monitoring, self-evaluation and self-reinforcement, responding to pressure, adversity and/or setbacks effectively and exhibiting courage in the best interests of the Organisation.	1
Service Orientation	Manages service expectations and demonstrates a concern for client needs and satisfaction.	2
Teamwork	Actively participates as a member of a team, collaborating and supporting others, leveraging off the teams skills, sharing knowledge and moving the team toward the competition of goals.	1

Role Specific Capabilities

Capability	Description	Level of Proficiency
Communication	Uses communication tools, techniques and methods to transmit, and encode messages/information effectively. Responds by applying a range of communication behaviours.	2



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Dilligence	Adheres to policy, procedures, legal and safety obligations, identifying risks, contributing to improvements, and keeping abreast of company policy/procedure changes.	1
Industry knowledge	Knowledge of the industry and legislation that surrounds practice and PMA specific knowledge including service/principles and ability to apply on a daily basis	2
Relationships	Builds and maintains professional working relationships and networks with internal and external stakeholders	2

Qualifications and/or Experience

- Qualifications and relevant experience in human services, community development and or early childhood education or related fields.
- Experience working with first nations families and families from diverse cultural backgrounds (desirable)

Other Requirements of this Role

- Holds or is eligible to hold a Working with Children Check.
- Current C-class driver's license

Additional Information

- You will be actively supported in your role including access to learning and development opportunities

Acknowledgement and Acceptance of Position Description

Name: _____ Date: ____ / ____ / ____

Signature: _____

