



Position Description

Garden Support Worker- Maintenance

Location	Richmond Head Office Community Gardens	Direct Reports	
Team		FTE	3 days
Reports to	Community Gardens Operations Manager	Classification	Social and Community Employee Level 3
Created	February 2026	Updated	

OUR PURPOSE

Cultivating Community supports people experiencing food insecurity, social isolation, and barriers to employment. We deliver place-based, practical programs that combine food growing, access to urban green spaces, skill development, and inclusive employment pathways, including:

- **Productive Gardens and Placemaking:** Our community and communal gardens are shared spaces, co-designed with people living in social and affordable housing. They are more than places to grow food. They foster pride, connection and knowledge sharing in clean, safe and welcoming environments
- **Culinary and Horticultural Careers:** Our pathways to employment initiatives build practical culinary and horticulture skills and support participants to prepare for work. The focus is on capability, support and real opportunities to move into employment
- **Culinary and Horticultural Education:** We deliver culinary and horticulture programs for people who face barriers to food access, employment and participation. Culinary programs build skills in food preparation and nutrition. Horticulture programs focus on growing food, caring for green spaces and sustainable practice. Together, they support practical capability, connection and wellbeing
- **Horticulture and Maintenance Services:** Our team designs, builds and maintains high-quality, sustainable garden spaces for schools, councils, community organisations and other clients. Profits are reinvested to support Cultivating Community's community programs, and we employ trainees from our pathways-to-employment initiatives as a key part of our workforce.

OUR VALUES

Positivity

We get stuff done and have a can-do mindset wrapped up in trust and respect for all

Connection

We care about who we work with and for. We utilise empathy, sensitivity, advocacy, curiosity, and ethics to do it

Opportunity

We embrace ideas and activity that can inspire others to lead change in our communities for the better

Creativity

We can make magic happen with the depth and breadth of our team and the diversity of our community

POSITION SUMMARY

The Garden Support Worker supports the daily operation of community gardens and other productive green spaces by providing horticultural guidance, maintaining safe and functional garden spaces, and fostering inclusive participation among gardeners. The role works collaboratively with gardeners from diverse backgrounds, particularly residents of public and social housing, and with internal teams to promote equitable access, community leadership and positive relationships, while ensuring accurate record-keeping and compliance with Occupational Health and Safety requirements. Through a consistent on-site presence and partnership with the Social Connection Lead, the role embeds social connection into everyday garden activities and supports gardeners to progressively take ownership of their gardens.

The role also works one day per week with the Horticulture and Maintenance Services team to provide cross-functional support, strengthen collaboration between the Maintenance and Community Gardens teams, and contribute to horticultural maintenance activities across the organisation.

KEY RESPONSIBILITIES

- Attend community gardens as scheduled to provide practical horticultural advice, guidance and information to gardeners.
- Support gardeners and team members to maintain clean, safe and functional gardens, including individual plots and shared areas such as pathways, communal spaces and composting systems.

- Ensure equitable, inclusive and consistent access to community gardens for public housing residents by administering applications, waiting lists and inductions in line with Customer Service Standards.
- Maintain accurate and up-to-date records and databases relating to garden spaces, renter details and communications, including waiting lists, agreements, language needs, contact details, breaches, complaints and cases.
- Engage directly with gardeners to provide hands-on gardening support to improve garden outcomes.
- Work collaboratively with gardeners and team leaders to address issues of non-compliance with garden rules and responsibilities, facilitating appropriate conversations and considering individual context where required.
- Ensure Occupational Health and Safety practices are implemented and upheld across all community garden activities.
- Apply the organisation's spectrum of participation to nurture strong community leadership within gardens, supporting active involvement and informed decision-making using sound judgement.
- Collaborate with Cultivating Community staff, volunteers and interns to deliver initiatives requiring cross-team cooperation.
- Participate in whole-of-organisation activities, including team meetings, reference groups and working groups (e.g. OHS Reference Groups, staff engagement activities) and support internal information sharing and teamwork.
- Comply with Cultivating Community policies and procedures to maintain a safe workplace, including participating in hazard identification, risk assessment, consultation processes, implementation of risk controls, and required health and safety training.
- Work in partnership with the Social Connection Lead to support the coordination of structured social connection activities in the community gardens, while continuing to foster informal opportunities for connection through regular garden attendance, including:
 - Regular, friendly presence in the garden
 - Informal conversations while gardening
 - Shared tasks such as watering, harvesting or composting
 - Gardeners supporting one another, sharing knowledge or produce
 - Cultural exchange through food, plants and growing practices
 - Address conflict early through relationship-building, not enforcement
 - Step back gradually as gardeners take greater ownership
- Support participants in productive garden spaces through hands-on horticultural activities and engagement.
- Work one day per week with the Maintenance Services team to provide practical horticultural support, build strong cross-functional relationships, and contribute to the effective delivery of maintenance services across Cultivating Community.

ADDITIONAL TASKS

Undertake other duties as directed to support the work of Cultivating Community, which may include:

- Co-designing, monitoring and reviewing annual garden plans with gardeners, including facilitating meetings and forums
- Supporting operational activities such as planning meetings, social connection events, soil deliveries and working bees
- Completing data collection, reporting and documentation for accountability and impact reporting
- Ensuring financial accountability for garden-related purchases
- Supervising and supporting volunteers working in gardens
- Assisting the maintenance team with practical horticultural tasks
- Supporting the management of green waste systems
- Maintaining positive working relationships with housing staff and partner organisations on public housing sites
- Participating in grant-funded garden activities as required
- Contributing to the development, review and implementation of policies and procedures to support program quality and accreditation requirements
- Preparing community garden content for gardeners, the Cultivating Community website, social media and annual reports
- Contributing community garden information to team planning, budgeting, evaluation and strategic processes

ORGANISATIONAL RELATIONSHIPS

The Garden Support Worker reports to the Community Gardens Operations Manager and works closely with the Maintenance Team and Social Connection Lead. The role includes a regular one-day-per-week placement with the Maintenance Team to strengthen collaboration, share knowledge and skills, and provide cross-functional support across both teams, ensuring all garden activities align with the organisation's Strategic Pillars of place-based practice, social connection and opportunity.

ROLE REQUIREMENTS

Qualifications, Skills and Experience

- Degree, TAFE qualification or equivalent experience in Community Services, Community Development, or Social Work
- Minimum of two years' experience and/or qualification in horticulture
- Demonstrated physical stamina and capacity to undertake outdoor, manual work, including good hand–eye coordination
- Strong appreciation of the occupational and therapeutic benefits of horticulture
- High level of attention to detail with well-developed organisational skills
- Demonstrated patience and ability to work supportively with diverse individuals and groups
- Ability to plan and complete tasks in a systematic, efficient and timely manner

- Experience managing budgets and monitoring expenditure
- Demonstrated ability to work within established procedures and guidelines, with a commitment to continuous improvement and learning
- Current Working with Children Check
- Current National Police Check
- Current Victorian Driver Licence

DESIRABLE QUALITIES

- Proficiency in languages other than English, particularly those spoken by communities Cultivating Community works alongside
- Experience working with culturally and linguistically diverse communities, people with disability, or others experiencing structural barriers
- Experience using co-design approaches with community members and stakeholders
- Knowledge of environmental sustainability, food systems, urban agriculture or community infrastructure, and how these intersect with social outcomes
- Understanding of place-based, systems or policy environments relevant to food security, employment pathways and social connection

OTHER REQUIREMENTS

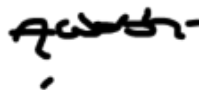
- Current Working with Children's Check
- National Police Check
- Rights to Work in Australia

EQUITY, INCLUSION AND DIVERSITY

We warmly welcome applications from people from communities that are underrepresented in leadership, including people from culturally and linguistically diverse backgrounds, people with disability, Aboriginal and Torres Strait Islander peoples.

AUTHORITY STATEMENT

The employee is expected to perform all duties in accordance with company policies, procedures, applicable regulations and our values. The position holder is required to work collaboratively with internal and external stakeholders to fulfill the key responsibilities outlined in this document. By signing below, the Chief People Officer confirms that this position description accurately reflects the responsibilities and expectations of the role.

A handwritten signature in black ink, appearing to read 'Amelia Walsh'.

Amelia Walsh
Chief People Officer