

JUMPLEADS POSITION DESCRIPTION

NSW Energy Efficiency Community Engagement & Education Officer

Organisation: Jumpleads

Position Title: Community Engagement & Education Officer

Employment Type: Casual

Hours: Approximately 10-12 hours per week during active project phases, subject to project requirements and community engagement schedules.

Remuneration: \$45 - \$50 per hour depending on experience, inclusive of casual loading, plus approved travel reimbursement.

This role has the potential for ongoing engagement and expanded opportunities as projects and organisational capacity grow.

Project: Helping households reduce energy costs, switch to efficient electric devices and access government rebates.

Accountable To: Project Manager and/or Jumpleads Project Director, as specified.

Location: Shoalhaven and Eurobodalla regions, NSW (locally based)

About Jumpleads

Jumpleads is a certified not-for-profit social enterprise based in Bendigo, Victoria. Established in 2008, Jumpleads works across arts, environment, employment, disaster resilience and clean energy to strengthen communities across regional Australia.

We are a small, mission-driven team delivering high-quality programs in partnership with community leaders, local government and the community service sector. More information can be found at: www.jumpleads.net

Purpose of the Role

The Community Engagement & Education Officer is the on-the-ground presence for Jumpleads, delivering a household energy education project across the Shoalhaven and Eurobodalla regions.

This role is responsible for identifying, reaching and building genuine community connections to deliver engaging educational activities and support local residents to better understand home energy use, energy efficiency, household electrification and access to government rebates and support programs.

This is a hands-on, community-facing role that requires a desire to make a positive and lasting difference to household energy outcomes across the region. Success in the role will be built on strong local knowledge, excellent interpersonal skills and a practical understanding of clean energy and sustainability.

The Officer works independently in the field while contributing to agreed project objectives, engagement strategies and communications approaches. They act as the local face of Jumpleads and the project, building trust and helping community members access practical information that can reduce household energy costs and improve quality of life.

Who We're Looking For

We're looking for a confident and community-minded person who enjoys meeting people, building relationships and helping others access practical information and opportunities.

You'll be comfortable working independently, speaking with a wide variety of people, facilitating events and presentations, and representing a project professionally within the community.

You build trust quickly, communicate clearly and enjoy connecting people, ideas and opportunities.

Most importantly, you'll be someone who genuinely cares about community outcomes and enjoys working directly with people to create positive change.

Why Work With Jumpleads?

Jumpleads offers the opportunity to work in a flexible, values-driven organisation where community outcomes are at the centre of everything we do.

You'll have the opportunity to build meaningful local relationships, work directly with community members and partners, and see the real-world impact of your efforts.

This role is ideal for someone seeking autonomy, flexibility and the chance to contribute to a growing initiative that helps households reduce energy costs and make informed decisions about energy efficiency and electrification.

Key Responsibilities

Community Engagement

- Build and maintain trusted relationships with community members, ensuring engagement is inclusive, welcoming and culturally appropriate
- Coordinate and deliver community pop-ups in accessible venues across Shoalhaven and Eurobodalla
- Facilitate community forums and public information sessions
- Deliver presentations to residents, community groups and local organisations
- Act as a key local point of contact for the project, responding to enquiries with accuracy and care
- Listen actively, identify barriers and opportunities, and provide field intelligence to the Project Manager to inform project delivery

Stakeholder Mapping & Partner Engagement

- Identify and establish opportunities for authentic local partnerships and community participation
- Attract support and interest from local residents, organisations and community leaders
- Conduct stakeholder mapping to identify key individuals, organisations and networks relevant to the project
- Develop and maintain relationships with local councils, community organisations, schools, businesses and other project partners
- Represent Jumpleads within local networks, forums and partnership meetings
- Identify opportunities to strengthen community involvement and project reach

Education & Information Delivery

- Deliver accessible and accurate information about energy literacy, household energy efficiency, electrification and available rebates
- Adapt information and communication approaches to suit diverse audiences including seniors, low-income households and culturally diverse communities
- Distribute project resources, information sheets and educational materials
- Support community members to understand available programs, rebates, services and solutions
- Follow up enquiries and assist community members to access relevant support where appropriate

Event Organisation & Logistics

- Take responsibility for organising community events, including planning, coordination and on-the-day delivery
- Engage project partners to contribute to event success
- Source and book suitable venues across the project region
- Arrange catering and event requirements within approved budgets
- Identify and coordinate guest speakers and subject matter experts
- Manage invitations, reminders and follow-up communications
- Oversee event setup, delivery and pack-down activities

Reporting & Field Coordination

- Maintain accurate records of engagement activities, attendance, feedback and outcomes
- Collect stories, observations and community feedback to support project evaluation
- Provide timely activity updates and reports to the Project Manager

- Flag emerging opportunities, concerns or community issues promptly
- Track approved event expenditure and support budget reconciliation processes

Skills and Experience

Required

- Demonstrated ability to motivate participation and encourage community involvement
- Demonstrated ability to quickly build rapport, trust and productive relationships with diverse people and communities
- Experience in community engagement, community education or a related field
- Sound knowledge of energy literacy, energy bills, household energy efficiency, renewable energy, electrification and available rebates
- Strong interpersonal and communication skills
- Experience facilitating events, workshops, presentations or community forums
- Ability to work independently, manage priorities and deliver agreed outcomes with minimal supervision
- Confidence in stakeholder mapping and relationship building
- Current driver's licence and reliable access to a vehicle
- Ability to engage confidently and respectfully with a wide range of people and organisations

Desirable

- Existing knowledge of, or connections within, the Shoalhaven and/or Eurobodalla regions
- Experience working on government-funded, community or not-for-profit projects
- Familiarity with climate, environment or energy policy in NSW
- Experience working with vulnerable, disadvantaged or hard-to-reach communities
- Qualifications in community development, sustainability, environmental science or a related field
- Experience delivering behaviour change, environmental or education programs

Working Relationships

Relationship	Nature
Project Manager	Reports to and receives direction, support and project briefings from

Community Members	Primary audience; builds relationships and delivers engagement activities
Local Partners & Stakeholders	Develops, maintains and coordinates relationships to support project delivery
Jumpleads Team	Coordinates with team members on communications, reporting and project delivery

Casual Employment

This is a casual position and may suit someone seeking flexible work arrangements alongside other professional or personal commitments.

Hours will vary according to project activity, community engagement schedules and event delivery requirements. The casual loading is included in the hourly rate in lieu of paid leave entitlements.

The successful applicant is expected to be based in, or close to, the Shoalhaven or Eurobodalla region and available to work across both areas as required.

Some evening and weekend work may be required to support community events and engagement activities.

Equipment & Reimbursement

The Officer is expected to provide their own vehicle, phone and laptop.

Jumpleads will reimburse approved work-related vehicle travel at the current ATO cents-per-kilometre rate.

All mileage claims must be pre-approved by the Project Manager and supported by accurate records of dates, locations and purpose of travel.

A phone allowance may be negotiated to support work-related usage.

Jumpleads will provide access to any project-specific systems, software licences or tools required to perform the role.

Our Values

Jumpleads team members are expected to demonstrate commitment to:

- **Community** – centring the needs and strengths of the communities we serve
- **Collaboration** – working openly and generously within the team and with partners
- **Quality** – taking pride in the work we produce
- **Accountability** – owning our work, timelines and commitments

- **Diversity** – respecting and valuing diverse backgrounds, perspectives and experiences
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To Apply

Send a cover letter and CV to **support@jumpleads.net** by **5:00pm, Friday 14 August 2026**.

Please include "**Community Engagement & Education Officer**" in the subject line of your application.

For questions or further information, please contact **Karen on 0483 104 361**.

This position description reflects the current requirements of the role and may be reviewed in consultation with the position holder. Jumpleads is an equal opportunity employer.