

April 2026

Position Description

Project Officer: Community Connections

Position Information

Neighbourhood Centres Queensland (NCQ) is the peak body for Neighbourhood and Community Centres in Queensland. With over 150 Neighbourhood Centres across the state, our sector represents the largest community-led infrastructure in Queensland.

As the peak body, we're here to grow our collective impact by increasing the resourcing, recognition, and relationships of Neighbourhood and Community Centres at the local, state, and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience.

Our small and dedicated team delivers statewide projects to improve the lives of Queenslanders across a broad range of portfolios.

NCQ is an inclusive employer that values diversity in all forms. We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands on which we live and work.

Key Details

Position Purpose	The Community Connect Project Officer works alongside Neighbourhood Centres, and the NCQ team to investigate, develop, report and recommend community connector and linking roles in the sector in line with NCQ's strategic and operational plan.
Reporting to	Sector Lead Policy and Research
Work location	Main NCQ Office, Level 7, 154 Melbourne Street, South Brisbane however Regional applications considered
Hours of work and term of employment	Part-time (4 days per week) for 12 months. Hours negotiable.
Salary/Classification	SCHADS (Social, Community, Home Care and Disability Services Industry Award) Level 5

Key Responsibilities of the Position

Fostering community-led practice

- Apply participatory development principles to establish self-sustaining sector-led peer support with Community Connect Workers to develop a community of practice.

Stakeholder Engagement and Collaboration

- Collaborate with Neighbourhood Centres and other stakeholders to inform the Community Connect project.

Capacity Building and Resource Development

- Develop user-friendly resources, workshops, and training to strengthen sector capacity.

Supporting Local and Systems-Level Change

- Investigate existing and potential models for Community Connect Workers, including but not limited to Brief Intervention, Social Prescribing Linkages, Disaster Recovery Navigation, Financial Resilience and Community Connect Worker Program funded by the Queensland Government.
- Capture and highlight learnings to inform policy and funding discussions, including locations.

Reporting and Compliance

- Develop informative project reports, capturing key metrics, impacts and insights.
- Ensure timely reporting to the Sector Lead Policy and Research, and relevant stakeholders.
- Adhere to organisational policies and practices, promoting a safe and inclusive workplace culture.
- Support a positive workplace culture, championing organisational values and contributing to the overall development of NCQ and our sector.

Other duties

- Fulfil other duties as requested by management.

Expected behaviours and interpersonal skills

NCQ is a small, outcomes-driven team, dedicated to making an impact for the sector and Queensland communities. You will be expected to:

- Work independently and take personal responsibility for achievement of your own work, set priorities within established plans with guidance from your manager, contribute effectively to organisational objectives
- Refer to your manager for guidance on sensitive issues or issues outside of your experience, or when a problem arises
- Take initiative to find opportunities for improvements

Selection criteria

1. Experience

Relevant experience or knowledge of the Neighbourhood Centre sector, particularly around community linkage roles, and/or tertiary qualifications in Community Development, Social Science, or other relevant field.

2. Process expert

Skilled in participatory development, collaborative working and facilitation, to enable a strengths-based, solutions-focussed approach to working with members and stakeholders.

3. Professional communication and stakeholder management

Ability to communicate effectively and engagingly in verbal and written form with external and internal stakeholders.

4. Resilience under pressure

Highly organised with the ability to deliver on workplans and timeframes, while able to adapt to emerging opportunities and shifting priorities.

5. Strategic thinker grounded in values

Models the NCQ values of collaborative, courageous leadership to catalyse change across the sector and at the systems level.

6. Digital capability and delivery

Competent in key operating systems including Microsoft 365, with the ability to deliver engaging online meetings and discussions.

Highly regarded:

- Research skills: Experience in gathering qualitative and quantitative data to support program overview and recommendations.
- Community Minded: Experience in the Neighbourhood Centre Sector preferred, but not necessary.

Additional information

Limited travel in southern Queensland is a requirement of this role, as is a current Driver's Licence.

If seeking to work flexibly, reliable internet and phone reception is required.

A Police Check will be required.

Other suitability checks may be required.