

POSITION DESCRIPTION

COMMUNITY SUPPORT OFFICER

Position Summary

<u>Position Title</u>	Community Support Officer /CSO (casual)
<u>Hours</u>	varies Tuesdays to Fridays
<u>Reporting to</u>	Executive Officer / EO
<u>Responsible to</u>	Inclusive & Diverse Communities Incorporated (IDC) EO & Management Committee
<u>Award</u>	Social Community Care & Disability Services Award (SCHADS)
<u>Award Classification/ Category</u>	Social & Community Services Worker Grade 3
<u>Pay Range</u>	from \$50.61 per hour depending upon pay point (based on SCHADS Award Rate as of 1 July 2026)
<u>Casual contract*</u>	Working with management on administrative, accounts and community support work as necessary for the organisation to function <i>*possibility of transitioning to fixed term part-time contract within 3-6 months depending on work outcomes</i>

PURPOSE (Aims of the Position)

Inclusive and Diverse Communities Incorporated (IDC) is a not-for-profit, secular community organisation working to strengthen the capacity of diverse communities in NSW and across Australia, with a particular focus on disadvantaged communities in Southwest Sydney and Western Sydney, including those who may face multiple barriers due to intersecting identities.

The purpose of this role is to provide administrative, accounts and community support work to improve the efficiency and effectiveness of day-to-day operations, as well as ultimately improve the outcomes for the diverse and intersectional community members.

Your role will incorporate a number of support tasks and incorporate keeping up to date electronic records related to projects, reports, grants, group memberships, events and any other corporate documents. You will provide administrative, accounts and community support work requiring accountability, initiative, confidentiality and sensitivity.

As part of your role, you will also provide assistance on the accounts side of the organisation, using your expertise to track various components of program costs and expenditures.

Community support work may include any role that directly assists community members, for example, assist older people and carers from CaLD backgrounds to access and navigate the My Aged Care system; deliver a workshop; run a community activity or event like info stall; promote other services; or distribute emergency food hamper and contact information of crucial services.

Mandatory Requirements

- Familiarise with and adhere to IDC policies and procedures
- Agree to undertake corporate health checks as required by IDC (for example, police check, NSW WWCC, statutory declaration of financial delegations)
- As an IDC employee, work in a safe and ethical manner to achieve the objectives of this organisation
- Maintain the confidentiality of the organisation, the organisations that you are working with, and consumers, divulging only that information that is within the public domain or is required by law.
- Employees in this position are required to hold a current driver's licence and must present a copy of that licence annually to be kept on file for the organisation. If using your own vehicle you need to present registration, third party insurance and comprehensive insurance documentation annually or as requested. Employees must inform the Team Leader as soon as possible of any changes that have happened to that licensing (i.e. cancellation, disqualifications) as it may affect your ability to do your job.
- Promptly report any relevant issues, including safety issues, accidents, feedback and complaints, concerns, ideas and suggested changes or recommendations to the Executive Officer and respond with appropriate action as delegated and as expected from this position.
- Remain respectful and professional at all times, protect the reputation of the organisation, raise its profile, and carry out delegated duties as required by management.

Key Performance Indicators

- To regularly produce written and verbal accounts on how you are accountably allocating your time and performing your role.
- Develop and submit activity reports in a timely manner to the Executive Officer for the Management Committee.
- Provide administrative, accounts and community support work to the various programs run within the organization in a timely manner, including being able to multi-task and prioritise.
- Keep good quality records of activities and meetings, and any other corporate correspondence. Publish or circulate approved minutes of various meetings within the organisation and/or to external stakeholders as requested.
- Regularly and ethically promote the team's news and achievements on official website, social media and any other communication platforms, as well as help promote external services' news as requested.
- Facilitate efficient and effective information flow between the organisation and service users and stakeholders as directed by management.

Statement of Duties

1. Administrative Function

- Successfully meet corporate health checks and maintain good record keeping of the organisation's corporate health check related documents, for example, employee's, students and volunteers- police check, driver's licenses, private vehicle insurances, vehicle logs, vehicle maintenance and insurance and registration updates, WWCC.
- Proficient in the operation of various technology and apps, to help identify and troubleshoot problems that may arise and to minimise disruption to everyday running of the programs- for example Eventbrite, Zoom, Microsoft Teams, Survey Monkey, Mailchimp, Airtable, DEX and other programs.
- Provide administrative support to the team ranging from simple to complex nature.
- Assist in the management of membership of the organisation - collect completed association membership forms; manage the association membership central register.

- Assist with inducting and supervising volunteers and/or students on placement in their day-to-day work.
- Provide accounts support to the organisation, follow up and pay invoices; follow up association membership payment or any other contractor/supplier payment; manage an online reporting platform to collect timesheets to match invoices; check MYOB/Xero data, and any other accounts support related tasks.
- Manage database and subscriptions, and conduct mail outs as required.
- Promptly arrange police checks & WWCC checks for employees, volunteers and students on placement.
- Keep an accurate record of association membership at all times.
- Maintain stationery supplies and community work resources
- Assist with managing IDC-related websites and social media items by collating news items, photos, uploading posts, and trouble shooting any technical issues.
- Assist the MARS and MAP Officers to provide information and support to CALD groups to access CHSP services. Assist with the navigation of the My Aged Care website and run information sessions, workshops, presentations, and distribute pamphlets and any other relevant tasks.
- Assist in the development of resources to support the team including promotional flyers, tip sheets and any other handouts.
- Assist with all organisational reporting including but are not limited to: IDC staff, DoHA and DEX reporting to be able to meet reporting requirements in a timely manner.

Information flow between consumer groups and service providers:

- Keep up to date with information about government policy and issues impacting on services and consumers.
- Facilitate the flow of information by producing social media posts, newsletters, information sheets etc.

Work Health and Safety

- Actively participate in the identification, reduction and resolution of potential hazards, issues and safe practices within the workplace.
- Actively promote safety and safe work practices to all clients, staff, visitors and management.
- Undertake training as required.

Organisational

- Provide written monthly reports in consultation with the Manager ensuring their timely nature for distribution to the EO and the Management Committee meetings
- Attend staff development activities, seminars, conferences and training as approved and/or directed by management
- Participate in continuous improvement culture within the organisation, participating in evaluation of practices for the purpose of ensuring organisational compliance, systems evaluation and process improvement
- Maintain knowledge of development in government policy and services within the sector
- Fulfill any other relevant tasks as directed by management

Selection Criteria

Essential Criteria

- Superior administration skills with an eye for detail and meet deadlines
- Competence in providing accounts support work including creating and following up invoices and payments, reconciliation, producing reports, and other knowledge of Xero
- Experience in person-centred, trauma-informed, strength-based community support work- for example, providing information and/or referral, running an information session/stall/workshop, and distributing emergency items to community members
- Good written and verbal communication skills including maintaining the official organisational communication platforms (flyers, information sheets, handouts, websites, e-news, social media, annual report)
- Ability to multi-task, prioritise competing demands and work with some level of independence and as part of a team under the Executive Officer, and meet reporting obligations within required timeframes
- Technological skills using internet, email, word processing, spreadsheet and presentation/reporting software, conduct virtual and/or hybrid meetings on various apps and platforms.
- Understanding and commitment to Social Justice and Access & Equity principles, Work & Safety and Ethical Working Practices

Desirable Criteria

- Minimum Certificate IV in in Community Services, Administration, Accounts and/or equivalent experience
- Knowledge/experience working in SW Sydney or Western Sydney and/or similar demographics

Sign Off

I _____ have read the above
duty statement and I fully understand the conditions of my employment.

I accept and agree to abide by all the terms outlined in my duty statement.

Employee Name: _____

Employee Signature: _____

Date: _____