

BURDEKIN COMMUNITY ASSOCIATION INC.

Position Description

Position:	Community Services Officer
Classification:	Social, Community, Home Care and Disability Services Award 2010 – (Level 2 to 3 dependent on experience and qualifications)
Status:	Permanent Full-time
Hours:	76 hours per fortnight
Accountable to:	Service Manager, Housing and Community Support Service
Date:	January 2024

Organisational Environment

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association and registered charity, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community. A wide variety of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community service organisations in the region.

Position Overview

This multifaceted role requires a significant level of self-motivation, enthusiasm and flexible work ethic. The successful undertaking and completion of the position's varied activities are crucial to the ability of the Association to function smoothly and achieve its aim as a provider of community services, in accordance with the BCA's Vision and Purpose. The incumbent is required to liaise with many people, both internally and externally, providing professional, effective and efficient services, whilst ensuring the administrative requirements of the association are also satisfied.

Purpose and General Responsibilities of the Position

The Community Services Officer of the Housing and Community Support Service (HCSS) is primarily responsible to:

- Assist the Service Manager to fulfil the contractual requirements of the Burdekin Community Support Neighbourhood Centre Program (BCS), Specialist Homelessness Service (SHS), Crisis Accommodation Program (CAP), State Emergency Relief Program (SERP), Older People's Action Program (OPAP), Domestic Violence Support Service (DVS)
- Provide administrative support for all HCSS services.

Primary Duties and Responsibilities

- Adhere to the delivery of HCSS activities in accordance with the BCA Quality System and relevant Service Standards and Quality Framework.
- Liaise with internal and external service users exercising a high level of interpersonal and communication skills to enable effective and efficient coordination of service delivery.
- Attend home support visits as part of the requirements of CAP. These visits will include property maintenance compliance checks. Working with the CAP service users will also require assisting the service user to achieve goals of their case plan.
- Assist with cleaning and minor maintenance tasks for the CAP properties when required.
- Assist with the provision of Emergency Relief in accordance with the BCA policies and procedures.
- Assist the Service Coordinator with the facilitation of HCSS events and workshops. This may occasionally be after office hours or on weekends.
- Complete HCSS databases, registers, records and service user files in a confidential and sensitive manner in accordance with the Privacy Act and BCA's policies and procedures.
- Collaborate with other staff and/or volunteers to produce the Community Connections magazine. This will include using Microsoft Publisher, liaising with community members and others for article input and advertising.

- Provide court support, information and referrals to both aggrieved and respondents of Domestic and Family Violence.
- Communicate with the general public in a manner which will enhance the image of the BCA.
- Comply with the standards and conditions set out by the *Work Health and Safety Act 2011* and other relevant policy and procedures, Service Standards and relevant state and federal legislations. Regularly perform quality assurance compliance checks to ensure quality standards are being met.
- Collect and maintain statistics in the appropriate registers that assist in the administration for the HCSS governance and reporting requirements.
- Provide assistance to the Service Manager and perform additional duties as required.

Position Requirements / Key Selection Criteria

1. Relevant qualifications and/or experience in Human Services or Community Services (Desirable).
2. To provide a high and consistent level of service to, and communicate openly and effectively with clients, associates, colleagues and visitors.
3. To actively participate in the promotion of a team environment.
4. To act in a polite and courteous manner and professionally at all times. Understand and adhere to the values of the BCA and the professional service boundaries therein.
5. To attend and actively participate in relevant training programs and meetings as required.
6. High level of organisational skills, initiative and self-motivation to perform tasks within specified time frames under limited supervision.
7. Experience in working independently and as part of a flexible multi-disciplinary team to ensure the smooth operation of support services to clients.
8. Demonstrated commitment to quality practices based on strong work ethic, empathy, fairness, flexibility and confidentiality.
9. Demonstrated knowledge and understanding of contemporary human resource management issues including policies and procedures, working team relationships, workplace health and safety, conflict resolution and anti-discrimination; and demonstrated commitment to their application.
10. Demonstrated understanding of and compliance with government funding agreements and the relevant reporting and acquittal procedures.
11. Demonstrated high level of ability in general office administration, including the use of computers and office equipment, and proficiency in Windows based software programs including Microsoft Office Suite (Word, Excel, Publisher, Outlook and PowerPoint).
12. Possession of or access to an insured and registered vehicle.
13. Hold a current Qld 'C' Class Drivers License.
14. Hold a Qld Blue Card, NDIS Worker Clearance and a National Police Check or willingness to obtain them.

Reporting Requirements

The Community Services Officer will maintain regular working contact with the Service Manager, Housing and Community Support Service.

Amendments to this Position Description

This Position Description may be amended on the mutual agreement of the parties (Service Manager and Community Services Officer), to provide for any major unanticipated issues.