

# POSITION DESCRIPTION

<b>Position Title</b>	Community Development Officer (two positions)		
<b>Program Division</b>	Alcohol & Other Drugs, Health Promotion and Child, Youth & Family		
<b>Team Area</b>	Health Promotion		
<b>Position number</b>	VAC0538		
<b>Classification Grade &amp; Level</b>	Community Development Worker Class 2b level depending on experience (The Equivalent Classification under the <i>Social, Community, Home Care and Disability Services Industry Award 2010</i> is Social and Community Services <b>Level 5</b> )		
<b>Enterprise Agreement or Award applicable</b>	<a href="#">COMMUNITY HEALTH CENTRE (STAND ALONE SERVICES) SOCIAL AND COMMUNITY SERVICE EMPLOYEES MULTI ENTERPRISE AGREEMENT 2017</a>		
<b>Employment details</b>	<input checked="" type="checkbox"/> <b>Full-time</b> <b>1.0 FTE</b>	<input type="checkbox"/> Part-time FTE _____ [e.g. 0.4]	<input type="checkbox"/> Casual
	AND		
	<input type="checkbox"/> Permanent on-going	<input checked="" type="checkbox"/> <b>Fixed Term 12 months</b>	
		Fixed term reason: <input type="checkbox"/> Parental Leave Replacement <input checked="" type="checkbox"/> <b>Specific Project or Purpose</b>	
<b>Position reports to</b>	Health Promotion Coordinator		
<b>Ordinary location(s)</b>	341 Coventry Street, South Melbourne and South Melbourne Housing Office		
<b>Closing Date</b>	9am, Tuesday 29 January 2019		
<b>Recruitment contact</b>	Email: <a href="mailto:recruit@starhealth.org.au">recruit@starhealth.org.au</a>		

## Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

## South Melbourne Community Capacity Building Initiative

The South Melbourne Community Capacity Building Initiative is a partnership between the Department of Health and Human Services (DHHS), Star Health, public housing residents in South Melbourne and Port Melbourne and other stakeholders. The initiative aims to build a socially, economically and environmentally sustainable neighbourhood

where residents have opportunities to learn, work, be connected and have a say in their community. The initiative aims to reduce local crime and encourage community engagement in the bid to make the neighbourhood a safe and better place for all to live, socialise, and play.

**Website Information:** <http://www.starhealth.org.au/>

Star Health offers a comprehensive and industry leading suite of Employee Benefits  
See <https://www.starhealth.org.au/careers/employee-benefits/> for information.

### Purpose of Position

The South Melbourne Community Capacity Building Initiative Community Development Officers will develop effective partnerships and strategies to support public housing estate residents in South Melbourne and Port Melbourne to reduce isolation, build understanding, build confidence, and increase connection to local health, education, training and community services. These roles may at times be required to operate outside normal office hours (at night and on weekends and public holidays) with relevant out of hours pay or time in lieu provisions applying.

The Community Development Officers will work with other members of the South Melbourne Community Capacity Building Initiative team to achieve the project vision of a liveable community that is socially and economically inclusive across three public housing estates in South Melbourne and Port Melbourne. You will develop effective partnerships and strategies to achieve the objectives of improving employment, learning and economic development outcomes for current and future residents of the South Melbourne public housing estates.

### Key Responsibilities

The South Melbourne Community Capacity Building Initiative team includes a Principal Project Manager (employed by DHHS), a Mental Health Worker and two Community Development Officers (all to be employed by Star Health). The goals of the initiative are to:

- increase community development activities to reduce isolation, build understanding between residents, build their confidence, and increase connection to local health, education, training and community services;
- increase access to mental health services to proactively manage episodic issues, reduce anti-social behaviour and improve mental health;
- increase on-site housing services to be responsive and supportive to resident, property and community needs;
- establish a governance group of local stakeholders including residents, City of Port Phillip and local community services.
- establish a direct relationship between police and housing staff to address safety issues; and
- coordinate neighbourhood level of services and place-based issues and opportunities through Neighbourhood Action Groups.

The purpose is to reduce local crime and encourage community engagement in the bid to make the neighbourhood a safe and better place for all to live, socialise, and play.

The Community Development Officers will work collaboratively with the other members of the South Melbourne Community Capacity Building Initiative team and other partners to deliver the team's functions, with lead responsibility for tenant engagement and social and economic participation outcomes. The Community Development Officers will be part of the Health Promotion Team at Star Health, as well as being closely integrated with the South Melbourne Community Capacity Building Initiative team and will work closely with other relevant DHHS teams including the South Melbourne Housing Team.

Key responsibilities of the Community Development Officers include:

1. Pro-actively build and maintain positive relationships with key stakeholders within three South Melbourne public housing estates drawing upon community development and health promotion principles.
2. Facilitate the development and implementation of Neighbourhood Action Plans in collaboration with

<https://starhealthau.sharepoint.com/Shared Documents/HR/Position Description & PD Library/AOD/Comm Dev Officers PD VAC0538 CD-29-1-19.docx>

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Review by: Coordinator, HP

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Page 2 of 5

residents, community sector and government agencies.

3. Facilitate the delivery of events, activities and projects that improve the social and economic outcomes of residents
4. Assist in the ongoing development of sustainable social and economic participation activities which support the delivery of targeted and coordinated services and programs.
5. Develop community partnerships to improve social and economic participation.
6. Provide authoritative and timely advice and information on social and economic participation activities associated with the initiative.
7. Demonstrate how the actions and outcomes of this role and work unit impact clients and DHHS and Star Health's ability to deliver, or facilitate the delivery of, effective support and services.
8. Establish and maintain systems and procedures to guide social and economic participation activities and track progress.
9. Manage, interpret and apply business plans and policies in own area of responsibility and provide advice to others on design and implementation issues.
10. Keep accurate and complete records of your work activities in accordance with legislative requirements and DHHS and Star Health's records, information security and privacy policies and requirements.
11. Participate in and contribute to relevant team meetings and other meetings as part of the South Melbourne Community Capacity Building Initiative team and the Star Health Promotion Team.
12. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and DHHS and Star Health's occupational health and safety (OHS) policies and procedures.

#### Key Capabilities

- Communication skills: able to prepare a range of written communications for diverse audiences using clear, concise and grammatically correct language; ensures written communications contain necessary information to achieve their purpose; uses appropriate language, style and formats. Able to verbally communicate clearly, confidently and persuasively to a wide range of people.
- Project management: produces project plans where objectives are clearly defined and action steps for achieving them are clearly specified; regularly communicates with and supports project team members and stakeholders; ensures project objectives are met by anticipating and managing potential and emerging issues.
- Service excellence: constantly looks for continuous improvement opportunities and ways to innovate and encourages others to do the same; takes responsibility for correcting problems promptly and without becoming defensive; makes specific changes in work.
- Consultancy: clarifies expectations of the roles, process and outcomes; responds flexibly to client needs; develops practical solutions to problems; provides advice in area of expertise; liaises regularly with clients.
- Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.
- Community Development and Health Promotion: Ability to engage residents in a community setting and facilitate the active participation of residents in planning, decision making and taking action.
- Relationship Building and Developing Partnerships: Ability to establish and maintain relationships with people at all levels; and ability to develop partnerships that enable residents, governments and agencies to work collaboratively on community projects and to shape service delivery.
- Team work: Ability to work collaboratively with other members of the team; provides support and constructive feedback to colleagues.

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]	
Essential	Tertiary qualifications in Community Development or Social Work or other equivalent tertiary qualification or extensive experience appropriate to community practice is required.
Preferred	Relevant post-graduate qualifications and/or demonstrated experience
Professional Membership(s)	
Experience [Industry sector, field of practice]	
Essential	Community development experience
Preferred	Experience in social housing and/or homelessness sectors

Key selection criteria – Essential	
<b>Knowledge and skills</b>	<ol style="list-style-type: none"> <li><b>Communication skills:</b> able to prepare a range of written communications for diverse audiences using clear, concise and grammatically correct language; ensures written communications contain necessary information to achieve their purpose; uses appropriate language, style and formats. Able to verbally communicate clearly, confidently and persuasively to a wide range of people.</li> <li><b>Project management:</b> produces project plans where objectives are clearly defined and action steps for achieving them are clearly specified; regularly communicates with and supports project team members and stakeholders; ensures project objectives are met by anticipating and managing potential and emerging issues.</li> <li><b>Service excellence:</b> constantly looks for continuous improvement opportunities and ways to innovate and encourages others to do the same; takes responsibility for correcting problems promptly and without becoming defensive; makes specific changes in work.</li> <li><b>Consultancy:</b> clarifies expectations of the roles, process and outcomes; responds flexibly to client needs; develops practical solutions to problems; provides advice in area of expertise; liaises regularly with clients.</li> <li><b>Self-management:</b> plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.</li> <li><b>Community Development and Health Promotion:</b> Ability to engage residents in a community setting and facilitate the active participation of residents in planning, decision making and taking action.</li> <li><b>Relationship Building and Developing Partnerships:</b> Ability to establish and maintain relationships with people at all levels; and ability to develop partnerships that enable residents, governments and agencies to work collaboratively on community projects and to shape service delivery.</li> <li><b>Team work:</b> Ability to work collaboratively with other members of the team; provides support and constructive feedback to colleagues.</li> </ol>
Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR	

<b>Protecting Children Policy Information</b>	<ul style="list-style-type: none"> <li>Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.</li> </ul>
<b>Organisational Responsibilities</b>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li><b>Resilience</b> - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.</li> <li><b>Initiative &amp; Accountability</b> - Takes responsibility for actions and proactively implements work plan and addresses issues.</li> <li><b>Empathy and Cultural Awareness</b> - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.</li> <li><b>Continuous Quality Improvement</b> - Identify continuous quality improvement opportunities and act upon when/where relevant.</li> </ul>
<b>Other Licence(s)</b>	Unrestricted Victorian Driver Licence (or equivalent) desirable

### Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne
- Offers of employment are contingent upon:
  - A successful reference check (all positions);
  - Non-adverse Criminal Record check (all positions);
  - Fitness for Work medical examination (specific positions);
  - Holding and maintaining a valid 'Working with Children Check' (all positions)
  - Undertake a DHHS Disability Exclusion Worker Check (specific positions)

***Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.***

*Some roles may require candidates to undertake psychometric testing prior to appointment.*

### Salary Packaging Information

- Star Health currently offers two types of Salary Packaging:
  - General salary packaging of \$15,900 per FBT year
  - Meal Entertainment/Facility leasing of \$2,550 per FBT year

*Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.*

### AUTHORISATION

<b>Person who completed and authorises this Position Description</b>	<b>Position Title:</b>	
	<b>Program / Division:</b>	