

Position Description

1. Position details	
Position title:	Community Development Officer
Reports to:	Area Development Manager
Location:	49 Mainview Blvd Truganina East VIC 3029
Program:	Mainview Blvd Family Learning Centre
Employment Status	Part Time x 3 days a week (Tuesday, Wednesday and Friday) with scope to Full Time
2. Organisation Context	
<p>bestchance Child Family Care is an independent, not-for-profit, community organisation located in Glen Waverley.</p> <p>bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services.</p> <p>bestchance has a zero tolerance of child abuse, and as such all staff are required to report to the up-line manager all instances of alleged or disclosed child abuse.</p> <p>bestchance also works in partnership with families in managing a number of Kindergartens under its Early Years Management Program.</p> <p>The range of programs delivered include Family Day Care, Kindergarten, Child Care, Early Childhood Intervention, Parent and Child Support, Training, Community Support and Cheshire, an independent, primary school for children with social, emotional and learning difficulties. These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.</p> <p>Refer www.bestchance.org.au for further information about bestchance Child Family Care and bestchance Training.</p> <p>bestchance is a child safe and equal opportunity employer, and all work places are smoke free environments.</p>	

3. Child Safe Standards

bestchance confirms the commitment of all bestchance employees, volunteers, Family Day Care Educators and contractors to ensure a safe environment for all children:-

- bestchance is committed to the safety and wellbeing of all children
- bestchance has a zero tolerance of child abuse
- we support children's right to safety; and
- will act without hesitation to ensure a child safe environment is maintained.

It is mandatory of any Teachers registered to teach or who have permission to teach pursuant to the Education and Training Reform Act (VIC), Principles of government and non-government schools, registered medical practitioners, nurses and all members of the police force to report physical and/or sexual abuse against children. Any adult is mandated to report sexual offences against a child under the age of 16yrs. It is a criminal offence for all adults who fail to disclose child sexual abuse to police. The new offence (27/10/2014) applies to all adults, not just those mandated to report.

All bestchance employees, volunteers, Family Day Care Educators and contractors must abide by the following:-

- Child Safe Policy and Procedure
- Child Safe Code of Conduct
- Child Protection Policy
- Reportable Conduct Scheme Policy (where applicable)

4. Position Purpose

The purpose of this position is to engage with the community, families, children and all stakeholders with a focus on ensuring an Integrated Service Delivery and broader Community Development.

As a member of the **bestchance** team, you will;

- Support Community Liaison Officer/Administration Officer with managing and facilitating the development of physical spaces and interpersonal relationships to create a warm and culturally safe and welcoming environment which responds to local neighbourhood and the broader community needs and aspirations.
- Work effectively with all internal and external staff and services onsite, community, local service providers/key stakeholders to create a networked approach to meet local community needs and aspirations.
- Engage positively with local community to understand community strengths, aspirations and needs, and work with local people and partners to develop programs and activities that build on local community assets and respond to community aspirations, interests and needs.
- In partnership with Area Development Manager develop a range of processes to facilitate collaboration across all partners
- Ability to work effectively with Aboriginal and Torres Strait Islander, culturally and linguistically diverse groups and other vulnerable groups and individuals. To develop a deep understanding of the local indigenous role and be committed to ongoing development of cultural competence in regards to the local context and the diverse community as a whole.
- Work with the local community, staff, volunteers, partners, community organisations and leaders to develop the Centre as an integrated and culturally safe community hub.
- In partnership with Area Development Manager lead collaborative service planning process to develop integrated service model, delivering a range of services and programs responding to the local neighbourhood priorities.
- Promote bestchance vision and values and align this with the Four Pillars of Wyndham’s Early Years Partnership Strategy.
- In partnership with Area Development Manager establish and coordinate a decision making model (partnership governance group) to enable collaborative planning, operations and decision making that embeds community voice.
- Support Community Liaison Officer/Administration Officer with Hire Agreements, Insurance, Public Liability, Induction for hirer’s, Key Register, OHS and Maintenance and other administrative tasks as required.
- Facilitate and engagement in group activities
- Engage with professional networks and activities with local service organisations
- Actively build relationships with community, and organisations/service beyond the site to facilitate placed based approaches – connections and activities extend beyond the site
- Attend and support external marketing when required Eg: Wyndham Play Expo’s
- Safety Plan and Cleaning & Sanitizing Plan need to be managed frequently during the day (a copy will be provided as part of your induction)
- Identify possible growth opportunities to develop bestchance business and services Eg: ECI, Training, Kindergarten, FDC, Family Support Services and any new opportunities.

5. Key Result Areas (KRAs) and Key Responsibilities (KRs)

(Describes the major area of responsibility or activity, which is the focus of performance in this position.)

(a) Legislative, Accreditation and Organisation Requirements

- Ensure activities within their area of responsibility complies with:
 - Education and Care Services National Law Act 2010
 - Education and Care Services National Regulations 2011
 - Occupational Health and Safety Act 2004
 - The Australian Early Childhood Code of Ethics
 - National Quality Framework and National Quality Standards
 - **bestchance** Child Family Care Policy and Procedures, in particular Behaviour Guidance Policy, Child Abuse Prevention Policy and Privacy Policy

(b) People Management

- Display excellent listening skills and sharp attention to detail towards our clients being families, students, community and stakeholders and use these skills to support and liaise with stakeholders from all areas and experiences.

(c) Program Support

- Develop and maintain close links with key stakeholders such as families and staff to ensure effective partnerships are established and maintained.
- Assisting with identifying the needs of children and parents/care-givers and ensuring they access appropriate activities and programs, integrated services, networks and relationships that improve social inclusion and outcomes in child development, education and health from 0-18yrs.
- Respect the confidentiality of information relating to staff, coordinators, educators, stakeholders, community, families and children
- Support Community Liaison/Administration Officer with monthly newsletter.
- Liaise and coordinate with bestchance and community partners to identify, develop and promote our Early Childhood Intervention, Family Support Services, Training, Family Day Care and Kindergarten services. Identifying community needs, attending internal and external meetings with focus on identifying developmental & growth opportunities.
- Promote and market all bestchance services to community, families, stakeholders and external networks
- Ensure compliance and adherence to organisational policies, regulations and guidelines for all staff, coordinators and educators within areas of responsibility
- Ensure compliance around Safety Plans & Risk Assessments is adhered to at all times

(d) Finance/Administration

- Assist the Management to actively promote and develop the service to ensure sustainable growth and financial viability and support the promotion and development of other **bestchance** programs and services.
- In partnership with the Area Development Manager prepare, manage and monitor effective and responsible budgets for the programs
- Escalate any concerns to the Area Development Manager of possible risks to the program and services, which may impact the financial viability or reputation etc. for bestchance
- Liaison with the Area Development Manager to prepare funding submissions and grant applications for the Centre programs and new initiatives while outreaching to bestchance Grants division.
- In consultation with the Area Development Manager review room hire fees on a regular basis ensuring that the centre remains competitive.

(e) Teamwork

- Work with colleagues and other agencies in maintaining a professional approach to work ensuring standards of performance reflect the **bestchance** philosophy, policies and procedures
- Contribute to an atmosphere of trust and professional respect through a positive attitude of openness, willingness, tolerance, constructive conflict resolution processes and maintenance of confidentiality
- Attend staff meetings and any professional training sessions where required
- We understand and are respectful of the people we are accountable to in our roles and recognise that each of us has a particular role to carry out.
- Assist the Area Development Manager as required

6. Qualifications and Experience

- Degree or Diploma level qualifications in a Community Development or relevant experience in similar position
- Experience and knowledge of asset-based community development principles and practices and place-based community engagement framework and practice.
- Knowledge of Community Centres and community governance structures
- A current Working With Children Check and Police Check
- Child Protection in Early Childhood;- (desirable)
<https://www.education.vic.gov.au/childhood/professionals/health/childprotection/Pages/eonlinelearning.aspx>
- Salesforce and Onenote experience highly desirable
- Strong problem solving and time management skills
- Proficient use of computer applications, including Microsoft Office (Outlook, Excel, Word, Powerpoint & Publisher)

7. Key Selection Criteria

The following are the core competencies required to undertake the key responsibilities of the role and are the primary basis for selection

- High level interpersonal and communication skills with the ability to liaise and communicate with management, staff, community, families, children and stakeholders
- Demonstrated organisational and time management skills with the ability to manage own workday, be flexible and responsive to changing work priorities with potentially competing demands
- Demonstrated commitment and ability as a team player
- High level administrative and computing skills - MS Word, Excel and Outlook, Office 365, web based software, zoom (or similar) etc
- Extensive understanding of and experience in working with diverse communities and culturally appropriate community organisation.
- Highly developed communication skills, including skills in facilitation, negotiation and conflict resolution
- An understanding and demonstration of confidentiality and sensitivity in relationships with Aboriginal and Torres Strait Islanders, culturally and linguistically diverse groups and vulnerable groups and individuals.

8. Position Dimensions

Direct reports	Area Development Officer
Internal Liaisons	<ul style="list-style-type: none"> • bestchance Training Team (if applicable) • bestchance Intake Team • bestchance Facilities Team • bestchance IT Team • bestchance ECIS/NDIS (if applicable) • bestchance Family Support Services (if applicable) • bestchance Marketing Team (if applicable) • bestchance Early Years Team – Kindergarten Educators, Program and Practice Manager, FDC team leader, Consultants, ECEC team leader, Nominated supervisor
External Liaisons	<ul style="list-style-type: none"> • Local Government Agencies & their Agencies and service providers eg. Maintenance, IT, PSFO, Koorie Officer, Food Safety Inspector, etc • DEECD • ACECQA • External agencies e.g. Drummond St, Food Bank, Family Violence Support, not for profit groups, culturally diverse support groups etc • Families, Parents, Community, Stakeholders, MCH

9. bestchance People Principles

All staff, contractors and volunteers, and students on placement are required to adopt the following minimum standards in their work practices:

- behave honestly and with integrity
- treat people with integrity and respect
- work in a holistic and collaborative manner
- respect authority and the law and act accordingly
- use the resources of **bestchance** responsibly and in the best interests of the organisation and its reputation
- be responsible for their actions and accountable for their consequences
- embrace and drive change
- be passionate, positive and determined
- be able to have fun in the work place while maintaining a strong work ethic
- uphold the People Principles/Code of Conduct and the Child Safety Code of Conduct

10. Appraisal

The position is offered for a probationary period of 6 months, with a formal appraisal to be undertaken prior to the end of the six months. At the completion of satisfactory performance during this period, the successful applicant will be offered an ongoing position. Future appraisals will take place every 12 months.

I acknowledge that I have read and understand the content of this Position Description and agree to work within the guidelines of this Position Description.

Name: _____

Signed: _____ Dated: _____