

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Community Development Coordinator	ASO5
Division/Business unit:	Reports to:
Community and Family Services/Safer Family Services	Senior Community Development Coordinator

Role purpose:

The SA Government has committed to reforming the child protection system in South Australia. The Department of Human Services (DHS) has lead responsibility for implementing the Child and Family Support System (CFSS) reform, in which Safer Family Services plays a key part.

Safer Family Services (SFS) provides help and support to children and their families at risk of harm, neglect and family violence, by deliberately and strongly intervening to disrupt the patterns of intergenerational trauma, and increase the number of children able to be cared for safely in their homes, connected to culture and community. This is particularly relevant for children and families with multiple and complex needs.

The Community Development Coordinator (CDC) is a role within Safer Family Services and is accountable to the Senior Community Development Coordinator for:

- Developing effective partnerships with agencies and organisations for the successful coordination of family and community programs within the Children's Centre and wider community that enhance parenting and community capacity with a focus on health, care, education, family support and wellbeing for families.
- Applying knowledge and understanding of community strengths and needs to support children and families with high and complex needs to be safe, well and connected to community and culture. The CDC's work in partnership with other agencies to facilitate a range of programs and services that include groups for parents and carers, parenting programs and community events and personal development to enhance skill development. The role requires the incumbent to participate in the implementation of an interagency approach, ensuring the work connected with Children's Centres contributes to capacity building of children, families and communities.
- Contribute their knowledge of community development, the local community and strategies to increase families active participation in the centre and in the broader community. The Children's Centre Program is a collaborative early childhood initiative that brings together care, education, health, community development activities and family services for families and young children.

Key outcomes and accountabilities:

1. Establish and maintain effective partnerships and networks with agencies, community groups, families and children to facilitate the successful coordination of family and community programs that enhance parenting and community capacity with a focus on children and families with high and complex needs to be safe, well and connected to community and culture.
2. Coordinate and undertake the planning, implementation, monitoring and evaluation of community programs and services using community development and engagement methodologies to ensure a range of responsive and flexible services for families and children.

Key outcomes and accountabilities:

3. Implement an interagency approach, ensuring the work across the local community contributes to capacity building of children, families, communities and other family support services.
4. As an active team member within the Children's Centre leadership team contribute ideas, provide advice and lead the direction of programs with a community development and engagement focus that contribute to capacity building for families and children within the community.
5. Respond to community needs through undertaking local needs assessments, developing networks with agencies in the local community and working collaboratively with families in the community to implement appropriate strategies and programs.
6. Build awareness and promote the Children's Centre and programs within local communities through working in partnership with local agencies, families and organisations to develop and maintain a high profile of Children's Centres to enable and ensure that families and community groups are aware of the services and programs provided in Children's Centres.
7. Identify program and service needs by collecting, gathering and analysing data sets and providing written proposals/reports and recommendations to inform practice and enhance service delivery.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.
- Successful applicant will be required to hold a Working with Children Check (WWCC) prior to being employed.
- The incumbent may be required to undertake RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted as required.
- The incumbent may be required to hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some out of hours work may be required.
- Inter and intra-state travel may be required.

Key Relationships/Interactions:**Working Relationships**

- Manager, Senior Community Development Coordinator (Line Manager).
- Director, Children's Centre, Family Practitioner, Speech Pathologist, Occupational Therapist and Child and Family Health staff (where applicable).
- Children's centre team, parents/caregivers, community agencies, partner agencies including government (ie. Department for Child Protection (DPC) and non-government agencies (ie. Centacare, Anglicare) program leaders, governing body.
- Safer Family Services programs and teams.
- Child and Family Support Network (CFSN) Commonwealth, state and local governments agencies, non-government agencies, community groups and peak organisations, volunteers, individual community members and funding bodies.
- DHS employees.

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. Demonstrated ability to work effectively, under limited direction, as a member of an interdisciplinary team and develop effective working relationships with a broad range of agencies and stakeholders within a local community setting.
2. Strong interpersonal and communication skills and a proven ability to communicate with people from diverse cultures and backgrounds, priority population groups such as Aboriginal and Torres Strait Islander, children and families and isolated and at-risk groups.
3. Strong facilitation, consultation, proposal/report writing and project management skills to support the initiation, planning, coordination and evaluation of successful and responsive projects and programs that meet the strengths and needs of children, families and communities in collaboration with key stakeholders, government and non-government agencies.
4. Proven experience identifying, interpreting and analysing relevant data to map local community assets, services and programs and practically applying and using community development and community engagement methodologies that encourages the participation of parents / carers and community members.
5. Knowledge and understanding of community strengths and needs, community development, the local community and strategies to increase parents/caregivers active participation in children centres and in the broader community.
6. Knowledge of agency program activities and government policies in relation to early childhood development, education, child protection, health needs and services for families and young children and demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Qualifications:

Desirable: An appropriate tertiary qualification in a related field eg: Social sciences, community development, primary health care.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

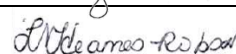
Approval:

Checked by: Nicola Zilm, Business Coordinator



Date: 22/2/2023

Approved by: Tania Heames-Robson, HR Business Partner



Date: 22/2/2023