



Community Support Worker

POSITION DESCRIPTION

Position Number:	3706
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Community Partnerships
Position Status:	Casual
Classification:	QLGIA (Stream A) Level 2
Reports To:	Supervisor Community Centre
Revised:	May 2025

General Position Statement:

This position supports Council's direction by providing community education, development, and engagement services assisting the team to deliver an annual work plan comprising projects, resources, and events in an efficient, effective, inclusive, and confidential manner.

Specific Responsibilities:

This position may involve the following responsibilities:

1. Contribute to a team which is outcome orientated, inclusive, and professional in the application of community support, education, and development strategies and programs.
2. Support the planning, development, delivery, and review of multiple new and existing community activities, resources, programs or events.
3. Provide information and support to vulnerable people ensuring all personal information is treated with due respect, sensitivity, and confidentiality.
4. Support the courteous and efficient delivery of information about Livingstone, the Community Centre and community services, activities, and programs available to residents and visitors to the Shire.
5. Complete data entry tasks, including the compilation of client and program information, and expenditure inline with reporting requirements as specified by Council and applicable funding bodies.
6. Act as Community Centre representative at events and meetings as required.
7. Assist with the process of applying for government grants and other funding and the administration of grants to contribute to specific projects, events and resources
8. Refer matters which may impact upon the Community Centre, Council, and employees to the relevant Supervisor or Manager.
9. Undertake other relevant duties as directed, consistent with the skills and competencies required for this position.





Position Requirements:

Skills/Competencies

1. Sound knowledge of community resources, activities, and services available in the local community.
2. Strong understanding and appreciation of the Livingstone Community Plan: Towards 2050.
3. Demonstrated ability to support community education activities, resources, or events.
4. Well-developed communication (oral and written) and interpersonal skills relevant to community education activities, resource development or events as well as sound conflict resolution, initiative, problem solving and organisational skills.
5. Ability to work both independently and as a member of a team containing volunteers.
6. Ability to effectively operate Council's computer systems including Council's corporate record management system, Microsoft Office Suite and basic graphic design programs, for example Canva.

Mandatory Qualifications, Licences and Experience

1. Qualifications and/or volunteer or work experience in community service and/or business administration.
2. This position falls under the definition of regulated employment in the *Commission for Children and Young People and Child Guardian Act 2000* and as such, persons seeking engagement in this position must undergo criminal history screening under the blue card system administered by the Commission for Children and Young People and Child Guardian.

Desirable Qualifications, Licences and Experience

1. Qualifications in adult education, community development or community services.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Community Service** – Focus on community needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Must be available to work on a casual roster as required.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).





Delegations and Authorisations:

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.



Community Support Worker

SELECTION CRITERIA

Position Number:	3706
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Community Partnerships
Position Status:	Casual
Classification:	QLGIA (Stream A) Level 2
Reports To:	Supervisor Community Centre
Revised:	May 2025

Please address each of the selection criteria below in your application:

1. Mandatory qualifications and experience:

- Qualifications in community service or business administration AND/OR volunteer or work experience in community service and/or business administration; and
- Hold (or have the ability to acquire) a Queensland Working with Children Check, via the blue card system.

2. Sound knowledge of community resources, activities, and services available in the local community.

3. Demonstrated ability to support community education activities, resources, or events.

4. Well-developed communication (oral and written) and interpersonal skills relevant to community education activities, resource development or events as well as sound conflict resolution, initiative, problem solving and organisational skills.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.