



POSITION DESCRIPTION	
Position title	Community Development Officer
Service area	Multicultural Services
Location	Primarily Darwin and other sites as needed
Award/classification	<a href="#">SCHADS Industry Award</a> - Level 4 Pay Point 1
Reports to	Executive Director Client Services
Direct reports	Nil
Hours	Part time 0.8FTE, 30.4 hours per week
Date approved	August 2024

## THE ORGANISATION

Formed in 1997, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory of Australia, through the provision of a suite of [specialist services](#).

The organisation also offers generalist employment services as a [Workforce Australia](#) service provider, under an alliance arrangement with [AMES Australia](#), to enhance and improve economic participation through supporting individuals into meaningful employment.

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients.

Our vision is *a world where everyone belongs*.

## THE ROLE

The role of the Community Development Officer is to deliver a range of initiatives, programs and projects that aim to build the capacity of multicultural communities; and address community needs within approved scope.

## KEY RESPONSIBILITIES

This role operates within the following domains and responsibilities:

### 1. Multicultural services

- Engage with key members of Darwin's multicultural communities as assigned by the Executive Director Client Services (EDCS) to develop relationships.
- Identify community capacity building approaches that will benefit local multicultural communities; and empower community leaders to access available supports to develop their skills and build a self-sustainable community.
- In collaboration with local multicultural community groups, establish consultation pathways that enable and strengthen their community.



- In collaboration with identified Melaleuca colleagues, develop and deliver a framework for multicultural community groups to enhance engagement and participation with the NT government departments and local stakeholders.
- In collaboration with identified Melaleuca colleagues and key multicultural community personnel, facilitate group activities and workshops which respond to the topics or needs identified by community groups.
- Disseminate information to multicultural community leaders and communities relating to the range of community services available to be aware of ways access such community services by strengthening interagency collaboration a
- Coordinate Melaleuca approved multicultural key consultation bodies such as the United Voices to promote understanding between community and Melaleuca; enhance participation; and advise Melaleuca on direction setting for ongoing improvement.
- In collaboration with communities, partner with Mela Kulcha to progress and coordinate initiatives that support economic participation.

## 2. Contracts, reporting and systems

- Develop and monitor processes which support contribute to the design and implementation of best systems practice ensuring high standards of service delivery, risk mitigation and contractual compliance.
- Monitor and manage the key performance indicators of each assigned contract.
- Monitor and audit staff and program contractual compliance.
- Contribute to management of financial budgets of each assigned contract with support of EDCS.
- Contribute to regular data and anecdotal reports for assigned contracts in compliance with contractual timelines.
- Assist the EDCS with gathering information and maintaining awareness of trends and issues relating to clients to inform future projects; and areas requiring systemic advocacy.
- Participate in national communities of practice forums as delegated by the EDCS.
- Ensure all client reporting is completed as per contractual and Melaleuca guidelines in a timely, accurate and professional manner.
- Ensure documents and emails are saved in the correct location, named in a standardised and logical way and are easily accessible.

## 3. Relationship management

- Positively represent Melaleuca when networking locally and nationally to promote improved outcomes for people who have experienced the refugee journey.
- Participate in local and national forums to promote mutual referral pathways, promote learning environment, and develop collaborative relationships.
- Engage with Community Leaders who are supporting community members arriving from refugee background to identify their needed areas of support and troubleshoot possible solutions to promote belonging, healthy community, and positive outcomes.



#### 4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Develop and maintain professional working relationships with all staff, stakeholders, and clients.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Actively contribute to the continuous quality improvement of the organisation.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Work co-operatively and respectfully as a member of the Melaleuca team as well as with all clients and stakeholders, being mindful of the cultural and social influences that individuals and families may present.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

#### SELECTION CRITERIA

##### Essential:

1. Tertiary education qualifications in education/community development or similar or extensive experience working in a community development position or similar.
2. Experienced in developing and implementing innovative approaches to communicate sensitive issues in cross-cultural contexts.
3. Experience in developing and delivering interactive training workshops using a range of mediums for a diverse audience.
4. Excellent Project Management and reporting skills, with proven ability to complete projects and reports in a timely manner and to a high standard.
5. Ability to problem solve, develop positive professional relationships, network, and maintain collaboration with external agents.
6. High level interpersonal skills including excellent verbal and written communication skills.
7. Sound knowledge of the Microsoft Office suite of programs.
8. First aid qualification.



**Desirable:**

1. Previous employment in a Torture & Trauma Rehabilitation Service
2. Registration with the relevant Board of your professional qualification (provisional Psychologists are encouraged to apply)

**Licences/clearances (essential):**

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

**AGREEMENT TO THIS POSITION DESCRIPTION:**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_