

POSITION DESCRIPTION

POSITION TITLE:

Community Development Officer

ORGANISATION:

Span Community House

CLASSIFICATION:

Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2024

SALARY:

SCHADS Level 4 plus superannuation

HOURS OF WORK:

60.8 or 68.4 hours per fortnight (8 or 9-day fortnight). Some evening or weekend work may be required.

CONDITIONS:

Permanent part-time, subject to funding.

LOCATION:

Span Community House, 64 Clyde Street, Thornbury VIC 3071

REPORTS TO:

Manager, Span Community House

DIRECT REPORTS:

Volunteers, students on placement

POSITION PURPOSE

The Community Development Officer plays a key role in fostering community connection, participation, and inclusion at Span Community House. This role leads the development and delivery of programs, projects, and place-based initiatives that respond to local needs and priorities, using strengths-based and co-design approaches.

The position is responsible for building relationships with community members, stakeholders, and partner organisations; coordinating volunteers; managing venue hire and facility operations; identifying and managing funding opportunities; and promoting Span's services and activities.

A key focus of this role is transitioning administrative-heavy processes to digitally efficient systems. The officer will proactively identify opportunities for optimisation and integration, implement improvements, and problem-solve to ensure digital systems support program delivery, reporting, communication, information governance and operational efficiency.

As second-in-command, the officer will assume managerial responsibilities when the Manager is on leave, ensuring continuity of operations.

ORGANISATION OVERVIEW

Span Community House is an independently run, not-for-profit, incorporated association providing quality, affordable, educational, sustainable, recreational and community development programs and activities in response to community need.

OUR VISION

To enable an inclusive, connected community that works and learns together to create a fairer, healthier and more sustainable future.

OUR PURPOSE

To offer a safe, welcoming and inclusive community where strengths are cultivated, lifelong learning is fostered, and people and planet are enabled to thrive.

VALUES

- **Inclusiveness** – we welcome all community members equally and provide an environment that is accessible for everyone.
 - **Engagement** – we develop strong and meaningful connections with our community.
 - **Equity** – we treat staff, volunteers and community members with fairness and respect in accordance with their needs.
 - **Sustainability** – we model sustainable processes for our people, organisation and our planet.
 - **Creativity** – we embracing and nurture creativity, curiosity and innovation.
 - **Integrity** – we honour honest and transparent processes in decision making.
-

KEY RESPONSIBILITIES

1. Operations, Administration and Facility Management (25%)

- Assume managerial responsibilities as Acting Manager during periods of leave, including oversight of operations, staff, and programs (eligible for higher duties/acting allowance as applicable.)
- Assist in the transition from administrative-heavy processes to digitally efficient and secure systems, including identifying opportunities for optimisation and integration, problem-solving barriers, and ensuring successful implementation.
- Manage venue hire and ensure facilities are maintained, functional, and welcoming.
- Assist in the smooth day-to-day operation of Span Community House.
- Respond to enquiries via phone, email, social media, and in person.
- Support administrative processes related to collecting fees and debt management, including follow-up and liaison with clients in a professional and respectful manner.
- Adhere to organisational policies and procedures, contributing to ongoing improvement.

2. Funding and Compliance (15%)

- Research and identify funding and grant opportunities aligned with Span's strategic priorities.
- Support preparation of funding opportunities in collaboration with the Manager and staff.
- Support delivery of funded projects and programs, ensuring compliance with agreements, budgets, timelines, and targets.
- Maintain accurate project records and provide milestone updates, reports and grant acquittals to the Manager and funders in line with funding requirements.
- Support monitoring of program funding and related data collection, ensuring accurate and timely information is recorded and reported.

3. Marketing, Communications and Promotion (15%)

- Maintain collaborative relationships with key stakeholders including Council, networks, and partners.
- Create engaging social media, newsletters and other promotional content that reflects Span's activities and community interests.
- Support the upkeep of the website by providing content, photography, and editing information.

4. Community Engagement and Program Delivery (25%)

- Foster an inclusive and welcoming atmosphere where community members feel safe, respected, and valued.
- Use strengths-based, participatory approaches to develop and deliver responsive programs, projects, and initiatives.
- Lead initiatives across focus areas such as social inclusion, health and wellbeing, cultural connection, and environmental sustainability.
- Promote inclusive and meaningful participation for individuals from diverse backgrounds.
- Strengthen networks and partnerships to enhance connection, capacity, and community resilience.
- Establish and maintain referral pathways to specialist services where appropriate.
- Develop and implement evaluation frameworks to assess program and project impact.

5. Volunteer Coordination (20%)

- Recruit, induct, and support volunteers in line with Span's Volunteer Framework and values.
- Support volunteers to contribute meaningfully to Span's programs, activities, and events.
- Provide training, supervision, and ongoing support to ensure volunteers feel confident and valued.
- Maintain and develop new volunteer role descriptions

- Maintain volunteer records, compliance requirements and record their impact
- Transfer the RRR Hub project, including data collection, partnership development, evaluation, and reporting, to a volunteer-led initiative.
- Transfer the food relief collection to a volunteer-led initiative.

Key Selection Criteria

Essential

1. **Community Development Experience** - Demonstrated experience building relationships and designing, delivering, and evaluating community programs and projects using strengths-based and participatory approaches.
2. **Community Engagement Skills** - Proven ability to engage effectively with diverse communities and create inclusive, welcoming environments that foster participation and connection.
3. **Digital Literacy and Systems Optimisation** - Strong digital skills with experience supporting the implementation, optimisation, and integration of digital systems. Ability to problem-solve and independently implement solutions that improve administrative, operational, and program delivery processes.
4. **Program and Project Coordination** - Experience coordinating multiple programs or projects, including planning, monitoring, reporting, and ensuring compliance with budgets, timelines, and funding requirements.
5. **Volunteer and Team Coordination** - Experience recruiting, inducting, supervising, and supporting volunteers or students on placement. Ability to build confidence, ensure meaningful participation, and maintain records and compliance.
6. **Administration to Support Operations** - Demonstrated ability to provide high-quality administrative support that strengthens operational efficiency. This includes managing venue hire bookings, supporting fee collection and follow-up, maintaining accurate records, and assisting with other administrative systems that enable smooth program and organisational operations.
7. **Communication and Marketing** - Strong written and verbal communication skills, including experience contributing to promotional content, social media, and public-facing communications.

Desirable

8. **Relevant Qualifications** - Tertiary qualification in community development, social sciences or related fields.
9. **Neighbourhood House or Community Sector Experience** - Experience working in a neighbourhood house or similar community organisation.

REQUIRED CHECKS

- Working with Children Check (or willingness to obtain).
- Police Check (willingness to obtain if preferred candidate)
- Current First Aid Certificate (or willingness to obtain).