

Community Services Worker Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and health care industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	6
6. Award Information	7
7. Expected Behaviours	7
8. Application Process	8

1. Position Overview

1.1 Position Title

Community Services Worker / Community Support Worker / Social Support Worker

1.2 Position Summary

The Community Services Worker provides support and assistance to individuals and families within the community setting. This role involves delivering social programs, facilitating community engagement, conducting outreach activities and connecting clients with appropriate services and resources.

The position requires strong interpersonal skills, cultural sensitivity and the ability to work with diverse populations. Community Services Workers collaborate with other health and social service providers to support clients in achieving their goals and improving their quality of life.

1.3 Reporting Structure

This position reports to:

- Team Leader / Program Coordinator
- Service Manager / Community Services Manager
- Regional Manager / Director of Services

1.4 Employment Type

This position is available as:

- Casual (variable hours based on program needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Community Support and Outreach

- Conduct community outreach to identify individuals needing support
- Provide information about available community services and programs
- Build relationships with community members and local organisations
- Deliver group programs and social activities in community settings
- Support clients in accessing community resources and facilities
- Promote community participation and social inclusion
- Advocate for client needs within the community

2.2 Client Assessment and Service Coordination

- Conduct initial assessments to identify client needs and goals

- Develop support plans in collaboration with clients
- Coordinate services across multiple providers and agencies
- Make referrals to appropriate support services
- Monitor client progress and adjust support plans as needed
- Maintain accurate client records and documentation
- Follow up with clients to ensure service effectiveness

2.3 Social and Recreational Programs

- Plan and facilitate social activities and recreational programs
- Organise community events and group outings
- Support clients to develop social connections and networks
- Encourage participation in community activities
- Facilitate peer support groups and workshops
- Promote health and wellbeing through program activities
- Adapt programs to meet diverse client needs

2.4 Practical Support and Assistance

- Assist clients with navigating service systems
- Provide transport support to appointments and activities
- Help clients complete forms and applications
- Support clients with daily living tasks as needed
- Assist with crisis intervention and problem-solving
- Connect clients with emergency relief and support services
- Provide advocacy support for accessing services

2.5 Collaboration and Networking

- Work collaboratively with multidisciplinary teams
- Liaise with health professionals, social workers and other providers
- Build partnerships with community organisations
- Participate in case conferences and team meetings
- Share information relevant to client support (with consent)
- Contribute to service development and improvement
- Maintain professional networks in the community sector

2.6 Documentation and Reporting

- Maintain accurate and timely client records
- Document service delivery and client interactions
- Complete incident reports and risk assessments

- Prepare reports for funding bodies and management
- Track program outcomes and client progress
- Maintain confidentiality in all documentation
- Use client management systems effectively

3. Required Skills and Attributes

3.1 Essential Skills

Communication and Interpersonal Skills

Excellent verbal and written communication skills. Ability to build rapport with diverse populations. Active listening and empathy. Skills in conflict resolution and negotiation. Culturally appropriate communication.

Community Engagement

Experience in community outreach and engagement. Ability to build networks and partnerships. Understanding of community development principles. Skills in facilitating group activities. Knowledge of local community resources.

Assessment and Planning

Ability to conduct client assessments. Skills in developing support plans. Understanding of person-centred approaches. Problem-solving and critical thinking. Goal-setting and outcome measurement.

Advocacy and Support

Client advocacy skills. Understanding of rights-based approaches. Knowledge of service systems and referral pathways. Ability to support clients through challenges. Crisis intervention skills.

3.2 Personal Attributes

- Compassionate and non-judgmental approach
- Cultural sensitivity and awareness
- Professional boundaries and ethics
- Flexibility and adaptability
- Self-motivated and proactive
- Resilience and emotional intelligence
- Team player with collaborative approach
- Commitment to social justice and inclusion
- Strong organisational skills
- Reliable and punctual

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate IV in Community Services or equivalent qualification

- Current First Aid and CPR certificate
- National Police Check (within last 12 months)
- Working with Children Check (if working with children)
- NDIS Worker Screening Check (if applicable)
- Current driver's licence and access to reliable vehicle
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Diploma of Community Services
- Mental health first aid training
- Trauma-informed care training
- Cultural awareness training
- Domestic violence awareness training
- Suicide prevention training
- Previous experience in community services sector

4.3 Experience

Previous experience in community services, social support or related fields is highly valued. Experience working with vulnerable populations, diverse communities or specific client groups (e.g., youth, families, seniors, people with disabilities) is beneficial. Entry-level positions may be available for recent graduates with appropriate qualifications.

5. Working Conditions

5.1 Hours of Work

- Standard business hours Monday to Friday (9am-5pm)
- Some evening and weekend work for programs and events
- Flexible hours to accommodate client and community needs
- On-call arrangements may apply for some positions
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Ability to travel to various community locations
- Regular driving for home visits and outreach
- Physical capability for active program delivery
- Ability to set up and pack up equipment for events
- Comfortable working in various community settings

5.3 Work Environment

- Community-based work in diverse locations
- Office environment for administrative tasks
- Client homes and community facilities
- Exposure to clients experiencing disadvantage or crisis
- Emotionally demanding situations requiring support
- Variable work environments and conditions

5.4 Uniform and Presentation

- Professional casual attire appropriate for community work
- Branded uniform or identification may be provided
- Comfortable, practical clothing for active programs
- Professional appearance at all times
- Name badge or identification to be worn

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award - MA000100). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in community services.

6.2 Classification Level

Community Services Workers are generally classified under the award as:

- Level 3: Community services worker with Certificate IV qualification
- Level 4: Experienced worker with advanced skills or specialised duties
- Level 5: Senior community worker with case management responsibilities

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Sleepover allowances if applicable
- Vehicle and travel allowances as applicable

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the SCHADS Award 2010 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all clients, families and colleagues with respect and dignity
- Maintain strict confidentiality of client information
- Follow all organisational policies, procedures and standards
- Maintain professional boundaries at all times
- Arrive on time for appointments and scheduled activities
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide person-centred support that respects client choices
- Promote client independence and self-determination
- Follow support plans and document services accurately
- Report concerns about client wellbeing promptly
- Deliver culturally appropriate and responsive services
- Support clients with compassion and respect

7.3 Safety and Risk Management

- Follow WHS policies and procedures
- Conduct risk assessments for community activities
- Report all incidents, accidents and hazards immediately
- Maintain safe work practices in all environments
- Respond appropriately to crisis situations
- Follow mandatory reporting obligations

7.4 Teamwork Expectations

- Communicate effectively with team members and partners
- Participate actively in team meetings and supervision
- Support colleagues and share knowledge
- Collaborate with external service providers
- Accept feedback constructively and implement improvements
- Contribute to service quality and continuous improvement

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation
- Copies of qualifications and certificates
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview
- Skills assessment or scenario-based questions
- Reference checks
- National Police Check and worker screening

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the organisation.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____