

POSITION TITLE:	Community Projects Assistant
FTE:	0.4 (15.2 hours per week)
CLASSIFICATION:	Band 2 SCHADS Level 2
DIVISION:	Community Services & Business Development
PROGRAM:	Communities for Children
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being South East suburbs of Melbourne. Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	June 2026
DATE:	June 2024

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Community Services – Scope of Practice	<ul style="list-style-type: none"> • Under the guidance of the Team Leader (TL), provide effective assistance for operational and administrative requirements of the CfC Cranbourne Program’s key tasks. • Under the guidance of the TL assist in planning for competing priorities, challenges and deadlines to deliver tasks in a high quality and timely manner, using limited judgement whilst acting within established guidelines. • Provide assistance to the CfC Cranbourne Team to develop and deliver work plans, maintain a focus on project outcomes, frameworks and measurements. • Provide assistance for internal and external project meetings, including organisation, preparation and dissemination of a range of documents and correspondence, drafting, contributing to and assisting presentations. • Under the guidance of TL & Program Manager support the Expressions of Interest (EOI) process for new Community Strategic Plan (CSP)/new activities; answer basic queries,, assist with advertising & disseminate EOI, compile responses, schedule working group meetings to assess EOIs. • Work under general guidance to support members of the CfC Cranbourne FP Team in forums, professional development, community events, community consultation and research/evaluation projects etc. • Under the assistance of the TL, assist the CfC Team in ongoing research, evaluation, engagement, consultation, development and implementation of the CSP. • Assistance in maintaining positive relationships and partnerships with key stakeholders, community partners, schools, early years, local and broader 	<ul style="list-style-type: none"> • Key tasks are assisted to be delivered in a timely, efficient, accurate and positive manner. • Competing priorities are positively assisted and efficiently scheduled. • Assistance to project outcomes being achieved. • Meetings are efficiently assisted through effective scheduling, organisation and support, with information delivered in timely and high quality manner. • Approved EOI process is successfully assisted and associated tasks completed in a timely and high quality manner. • Feedback indicates the approved events are well organized. • Broad knowledge and understanding of the CfC Cranbourne Community Strategic Plan 2022 – 2026. • Feedback indicates assistance has been positive and effective in supporting relationships and partnerships. • Relevant permissions are sought, approved by TL and developed within Windermere media/marketing policy and guidelines. • Follows instructions, guidance and undertake participation in Windermere and CfC Operational activities.

	<p>services, Local, State and Federal Government etc.</p> <ul style="list-style-type: none"> • Under the guidance of the TL, assist CfC program marketing and communication, informed by Windermere policies and procedures, including the use of social media. • Assist the TL with the implementation of the Windermere CfC operational plan. 	
Job Knowledge	<ul style="list-style-type: none"> • Under the guidance of the TL, seek to understand the workplace policies and established work practices. Provide administrative assistance and support to networks, building relationship with partners and connections with a range of stakeholders. • Assist CfC Cranbourne Team the development and delivery of activities that build capacity in the Cranbourne areas. 	<ul style="list-style-type: none"> • Knowledge and understanding of workplace policies and work practices. • Enthusiastic and responsive administrative assistance to networks and effective relationships and connections. • The CfC Cranbourne Team report that they feel well supported with approved capacity building activities.
Compliance and Reporting	<ul style="list-style-type: none"> • In accordance with established guidelines and under general guidance, assist Community Partners to achieve sub-contract requirements, including regular communication, scheduled and incidental activity meetings, assessing progress towards milestones, evidenced based, best practice and outcomes focused activity delivery. • Assist the TL in the collection, collation and preparation of regular reports including progress, milestones, activity, data/DEX, invoicing and acquittals. • Assist the CfC Team with effective and timely data management, recording all FP data/DEX, along with supporting Community Partners to meet Windermere and DSS reporting requirements, achieving high quality DEX data/data sets/SCORE. 	<ul style="list-style-type: none"> • Community Partners are well assisted and activities are delivered according to contracts and KPIs. • Assist report preparation to be timely, efficient, accurate and high quality. • Assist DEX data entry, monitoring, collection, collation and presentations as required with the support and guidance of the Team Leader. • Community Partners are assisted to meet DEX timelines and high quality data standards.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed.

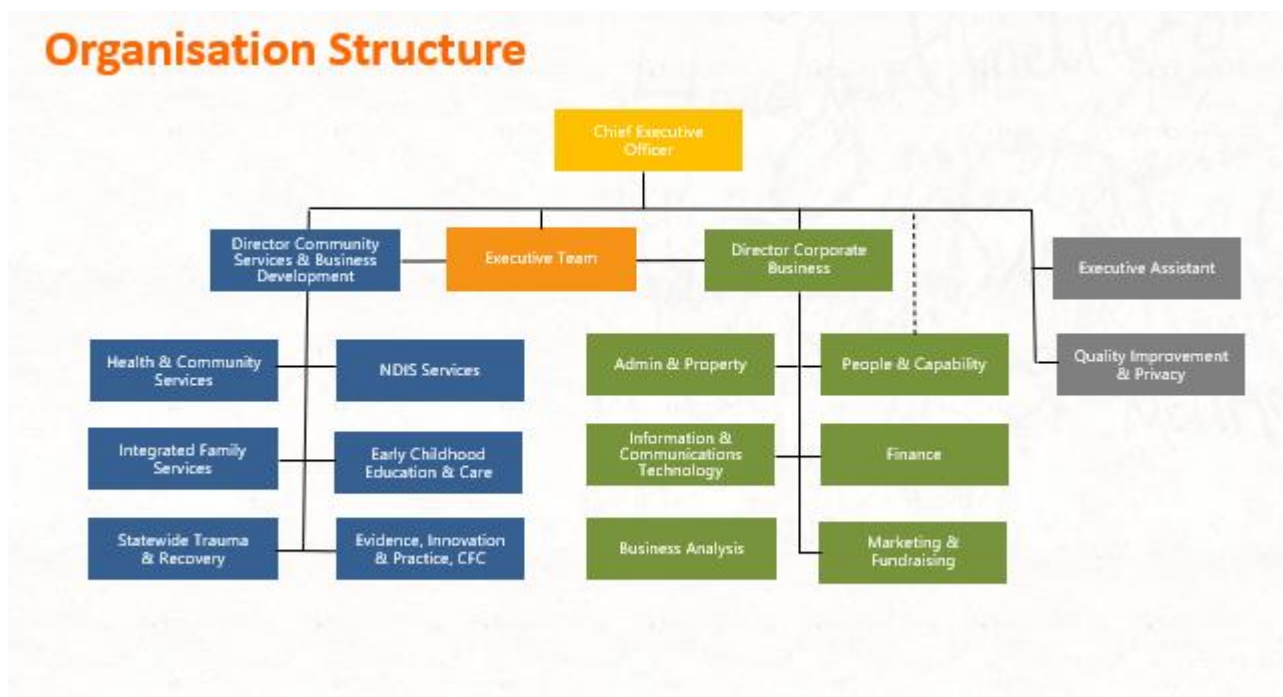
	<p>reviews and a recurring annual performance review with the relevant supervisor.</p> <ul style="list-style-type: none"> • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

The Position Description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. ORGANISATIONAL RELATIONSHIPS



LINE MANAGER: Team Leader – Community Engagement

SUPERVISES: None

INTERNAL RELATIONSHIPS: All Windermere staff

EXTERNAL RELATIONSHIPS: Community Partners, relevant networks, peers, consumers and other stakeholders

5. KEY SELECTION CRITERIA

- Certificate or Diploma in a) Community Development, Community Services or Welfare and Wellbeing or b) Project Administration but with a keen interest in community services areas, or relevant job experience.
- Attention to detail, with the willingness to understand the strategic plan of CfC Cranbourne.
- Confident meeting new people and following instructions to provide support at stakeholder meetings events and for Community Partners.
- Good written and verbal communication skills with both colleagues and partners, consumers and stakeholders.
- Demonstrated time management skills in a busy environment.
- Good computer literacy including knowledge of Excel, general data management and basic analytics skills.
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Willingness to undertake pre-employment screening - Working with Children, Police check and medical assessment.
- Willingness to setup your own myGovID (if you haven't already) and use your myGovID to link/log in to the Department of Social Services portal.
- Current Victorian Drivers' Licence.
- Right to Work in Australia e.g. Australian Citizen or Permanent Resident

Please note this role is not directly working with children and families.

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____