

Role Profile

Position	
Position Title	Community Linker (Level 3)
Business Unit/Program	Corporate Services
Relationships	
Reports to:	Program Manager Community Links
Direct reports:	NA
Purpose of the Position	
As the 'Face of Intereach', the role is responsible for working with individuals, service providers and community groups to provide a locally based, single point of access to information, resources and services that are accessible to all members of the community.	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Provide general office reception duties including receiving and responding to customer service enquiries by phone and in person in a welcoming, supportive, professional and confidential manner and recording in an appropriate and secure manner • Provide effective and professional customer service in all duties when working with internal and external stakeholders and people, including people who are vulnerable and experience a range of complexities • Support the administration and delivery of relevant community activities, events, information and resources within the office in line with contract and organisation requirements • Triage external activities, events, requests and information to ensure a consistent approach in line with the organisational frameworks • Contribute to the currency of community asset maps for key communities • Manage office resources such as room bookings, fleet and stationary • Coordinate internal activities and events in line with contract and organisation requirements • Adhere to Intereach Frameworks and maintain relevant data systems to ensure currency of community asset mapping and data • Assist in scheduling meetings to support the administration team meet contract requirements as required
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility

	<ul style="list-style-type: none"> Identify and implement improvements to operational processes and procedures to enhance program functions Maintain confidentiality 		
People and Culture	<ul style="list-style-type: none"> Participate in regular team meetings to discuss progress, issues, planning and professional development Participate in supervision Participate in training and development relevant to the role Actively develop and maintain supportive relationships with all staff 		
Financial	<ul style="list-style-type: none"> When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines 		
Work, Health and Safety	<ul style="list-style-type: none"> Understand and comply with WH&S policies and procedures and legislative requirements Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> Develop and maintain effective relationships with key stakeholders Champion the values and principles of Intereach within all aspects of our work Become familiar with all programs across the business Actively promote Intereach services and programs within the broader community Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
	Social Justice	Acts courageously	1
Respects and values differences		1	
Selection Criteria			
Essential	<ul style="list-style-type: none"> Demonstrated ability to communicate and work effectively with a diverse range of people from various cultural and socio-economic backgrounds and of varying abilities Ability to effectively engage, assess, support and appropriately refer individuals to relevant services Capacity to build and maintain strong working relationships with key stakeholders, to build and participate in effective partnerships for the benefit of community, individuals, programs and organisation Experience working in the community or human services field or similar with strong coordination skills 		

	<ul style="list-style-type: none"> • Well-developed oral, written and interpersonal communication skills • Well-developed organisational and time management skills • Strong networking skills • Computer literacy: Basic – intermediate skills in Microsoft Office • Solid understanding and working knowledge of community development principles and practice • Knowledge and understanding of an extensive range of local and regional organisations and programs that support community and individual well-being
Desirable	<ul style="list-style-type: none"> • Knowledge and understanding of the issues relating to the needs of the nominated priority groups relevant to the position including socially & financially disadvantaged members of the community • Community involvement • Experience working with people from Indigenous and Culturally and Linguistically Diverse backgrounds • Relevant tertiary qualifications (or working towards) and/or relevant experience in a community support/development role
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current drivers licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	