



Position Description – Project Worker (Disaster Recovery)

Organisation Information

Laidley Community Centre Inc. (LCC Inc.) is a dynamic, grass-roots, not-for-profit organisation made up of community leaders, local business people, committed and caring staff, and vibrant community members. Managed by a voluntary board of management, LCC Inc. services are delivered by a team of volunteers and staff, with charity as a primary focus to achieve positive outcomes for those community members most in need. LCC Inc. delivers a number of services to the community from Laidley Community Centre at 13 Mary St, Laidley. These include Emergency Relief, Food Relief, Community Connect, Welfare Access (via Centrelink), Tax Help, Computer Help, Form Filling, Venue Hire and Information/Referral. Additionally, the Community Centre hosts a range of visiting services and undertakes other activities and events where appropriate. These centre-based services compliment a range of other projects overseen by LCC Inc. including the Early Connections Project, Community Volunteer Response Team and youth training at our social enterprise café, Community Grounds. All services delivered by LCC Inc. are closely integrated to support strengthened services access for the community and a cohesive and highly effective LCC team. Further information about our organisation can be found at www.laidleycc.org.au.

Job Summary

The role is a Community Project Worker performing duties to support the development and success of strategies that empower the Lockyer Valley and/or surrounding regions, thereby strengthening their capacity to withstand and overcome challenging times. The role will contribute to funded projects managed by Laidley Community Centre. This role is attached to specific funding. As a result, this position is a fixed term contract until 30/6/2024. Further work beyond this date will be subject to LCC obtaining additional funding. The position is remunerated under the conditions of the Social, Community, Home Care & Disability Services Industry Award 2010, Level 4 (or Level 5 where qualifications/experience justifies).

Location

This position will operate out of Laidley Community Centre or other offices within the Lockyer Valley Region and/or surrounding regions and will include undertaking outreach across the Lockyer Valley Region and/or surrounding regions.

Reporting Structure

- The position/s is under the direct supervision of and reports to the Project Coordinator (Disaster Recovery).
- The position/s may provide training and supervision of volunteers directly involved in programs and activities where requested by senior staff.

General Conduct / Employment Standards

All staff are expected to abide by our Code of Conduct, including complying with our strict privacy and confidentiality policies. Additionally, the culture of our organisation requires that our volunteers be afforded the highest level of respect by all team members as they are at the core of our organisation. LCC Inc. is an Equal Opportunity Employer, adheres to Workplace Health & safety regulations, is a Child Safe Organisation and operates under Social Justice principles. Due to vulnerability of many of our clients, as at 1 March 2022, LCC Inc. requires all customer-facing staff



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and volunteers to be fully vaccinated against COVID-19 (per most current Queensland Health definition) which does apply to this role.

Skills

As a project worker, you'll need to be able to relate to people from a wide range of backgrounds. The following skills are critical to be highly successful in your role;

1. An in-depth understanding of policies and ability to follow procedures.
2. Excellent oral communication skills including ability to deal with difficult conversations to defuse tense situations professionally.
3. Excellent written skills including the ability to communicate via email and record information to satisfy funding agreements.
4. Excellent computer skills, including fluency in MS Word and MS Excel.
5. Highly developed organisational skills.
6. Ability to multi-task in a flexible and effective way.
7. The ability to work both independently and as part of a team.
8. Sincerity, patience, tact and the ability to earn the trust of others.
9. Excellent listening skills and confidence in talking to people both in groups and one-to-one.

Specific Job Functions may include:

- Assist individuals and families with linking to appropriate supports and services to meet their flood recovery needs
- Offer support, advice, and referral to case co-ordination / management of individuals and families who have applied for a Structural Assistance Grant or Resilient Homes Fund.
- Support coordination of interactions across multiple reconstruction stakeholders such as requesting quotes, scheduling builders, and discussions with council planning and development/certifiers or agencies who can assist to address financial or practical assistance shortfalls
- Attend relevant events and networks to establish a presence in the affected community to ensure effective engagement with flood-impacted residents
- Where appropriate, co-ordinate and deliver programs and services directly attributable to persons affected by the applicable flood events.
- Support LCC to maintain a strong network of relevant stakeholders in order to support increased community response and recovery capacity and ongoing resilience in the face of adverse events.
- Promote project to relevant stakeholders using appropriate forms of media and strategic marketing and ensure tactful and professional communication among volunteers, organisations and other stakeholders to achieve optimum project success.
- Provide direct program support with regards to reporting, grant acquittals, supervision of volunteers, data capture and other duties as requested by supervisors.
- Undertake continual review and evaluation of the project to ensure relevance and validity to support improvements that improve service outcomes.
- Attend relevant training, professional development, meetings, and local networks and use this knowledge to build capacity of the organisation and wider community.

General Duties

To ensure operational effectiveness, all LCC team members are expected to:

- Provide an inclusive, compassionate and committed response to all service users, reflecting values of LCC.
- Maintain accurate daily, weekly and monthly records/reports and ensure submission to the Manager by all required deadlines.
- Maintain accurate service user notes on the Client Management System.



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- Maintain the confidentiality of all online records, notes and conversations with (and on behalf of) our service users, ensuring legal compliance in all formats.
- Issue emergency relief, food relief and/or other crisis support and assistance where appropriate within the guidelines provided.
- Provide information on all centre services to any members of the community requiring support services and encourage users to connect with these and other support agencies.
- Keep work stations clean and well-presented and support general cleaning of centre and grounds to support operational objectives
- Attend and actively participate in scheduled training and meetings and workplace activities.
- Provide relevant event support, including attendance outside business hours if scheduled.
- Undertake necessary purchasing duties and relevant financial procedures.
- Always work to a high standard of safety in all tasks, ensuring a safe environment for all. Follow Workplace, Health & Safety procedures and follow protocol if identifying any safety concerns
- Perform other relevant duties as requested by the Manager, or a senior staff member.

Desirable Qualifications

- Tertiary Education in Community Services, Disaster Recovery or other related disciplines

Mandatory

- Queensland Driver's License
- Eligible for Working with Children 'Bluecard'
- Pass Criminal History check
- Ability/willingness to have full schedule of COVID-19 vaccinations

Key Selection Criteria

Please demonstrate your ability to perform the following requirements for each Criteria:

To excel in this position, the ideal candidate will have:

SC1. Experience working to delivery of projects and activities in response to need (particularly in rural communities or communities experiencing hardship due to natural disaster such as floods or bushfires).

SC2. Experience providing support to vulnerable service users (particularly in rural communities or communities experiencing hardship due to natural disaster such as floods or bushfires).

SC3. Excellent written communication to support information capture and sharing with relevant stakeholders.

SC4. Excellent interpersonal and verbal skills to deliver the project professionally and with sensitivity to various demographics, including those who have had traumatic experiences.

SC5. Proven reliability and ability to work under limited supervision, demonstrating excellent time management to achieve required targets and outcomes with an uncompromised standard of integrity.

