

Position Description

Community Services Officer

Tenure/Status	Permanent, Part-time: 9-day fortnight	Location:	Legacy Brisbane Office
Classification	Social, Community, Home Care and Disability Services Industry Award – commencing Level 4	Probation Period:	6 months
Reporting to:	Community Services Manager	Department:	Community Services

Legacy Brisbane

Legacy is one of Australia's oldest and most trusted charities. In 1923, Legacy made a promise to help veterans' families carry on with their lives after the loss or injury of their loved one. It was a simple promise Legacy keeps today. Providing the same stability, guidance and assistance a partner would normally provide to their family. With a group of dedicated volunteers, known as Legatees, Legacy Brisbane currently supports over 5,800 widow(er)s, 121 people with a disability, 217 Legacy youth and over 60 families.

Position Purpose

The Community Services Officer (CSO) is one of 8 CSO's in a team of 13 Community Services staff who provide a range of support services to the Legacy Club of Brisbane clients and Legatees.

This role is responsible both for the provision of direct services to Brisbane Legacy clients (in particular *young families and Older Widows*) and for developing and providing information, advice and support to Legacy Brisbane Contact Groups (Redlands, South East and Wynnum), Legatees (Legacy volunteers) and volunteers.

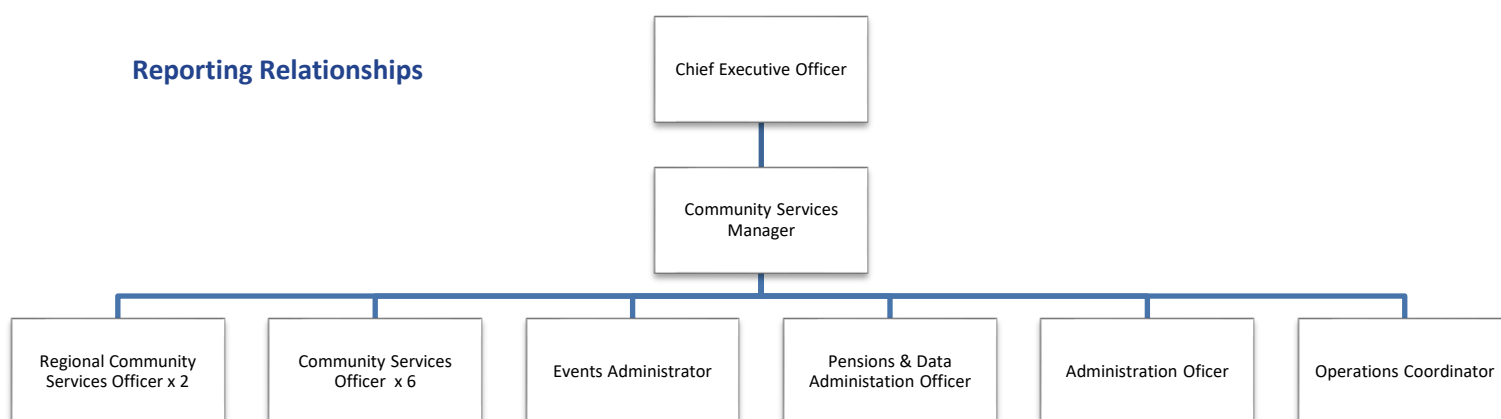
This role also supports the delivery of client events throughout the calendar year. These include ANZAC Day, young family specific activities and the annual youth camp (4 days).

The CSO liaises with a range of internal and external stakeholders including clients, staff, Legatees, volunteers, other not for profit organisations, ex-service organisations and government departments including the Australian Defence Force (ADF), QCAT, Open Arms and the Department of Veterans Affairs (DVA).

The CSO plays a role in assisting widows in applying for pensions through the Department of Veteran's Affairs including support to complete forms and with phone calls. This role also has the potential to advocate for clients with the Public Trustee and Public Guardian.



Reporting Relationships



Key Stakeholders

- Legacy Staff
- DVA
- Australian Defence Force
- Legatees
- Service providers
- Government departments
- Clients
- General Public

Responsibilities (include but not limited to):

Area	Responsibilities
Support Services	<ul style="list-style-type: none"> • Provide support services to clients in the community, including: <ul style="list-style-type: none"> > Client enrolments, intake and assessment, support planning and reviews; > Personal support (including bereavement support), information, advocacy and referral; > Coordination of complex client interventions; and > Assist with or conduct DVA pension applications for new widows/widowers.
Legatee support	<ul style="list-style-type: none"> • Inform, support and enable the work of Legatees in service provision to clients via attendance at Contact Group meetings (including Redlands, South East and Wynnum) and communications with individual Legatees.
Events	<ul style="list-style-type: none"> • Contribute to events and activity coordination across the year for young families including annual youth camp (4 days). • Participate in Legacy fund raising activities such as Legacy Week and Anzac Day.
Professional Knowledge and sharing	<ul style="list-style-type: none"> • Maintain current knowledge of organisational policies and procedures around service delivery and referral and utilise effective communication skills to relay such information to clients, staff, Legatees, volunteers and other service delivery agencies as required. • Maintain accurate client records which comply with policy, legal, legislative and ethical requirements.

Area	Responsibilities
	<ul style="list-style-type: none"> Contribute to team meetings, organisational and departmental continuous improvement, policy and procedure review, development and project activities.
Other	<ul style="list-style-type: none"> Effectively plan, monitor and report when required Other relevant duties as required.

Organisational responsibilities

- Role model Legacy Brisbane values
- Comply with Legacy policies and procedures, including Workplace, Health and Safety directives and practices and Employee Code of Conduct
- Maintain an environment that is tolerant and respectful of cultures, values, and differences
- Demonstrate a commitment to Legacy Brisbane and the dedicated Legatees and volunteers that support the widow(er)s, children and people with a disability that we serve.

Selection Criteria

(Applicants are requested to address each of the following criteria)

Essential	Desirable
<ul style="list-style-type: none"> Ability to obtain Positive Blue Card, Criminal History screening and open drivers' licence. 	<ul style="list-style-type: none"> Current Positive Blue Card, clear Police Check and open drivers' licence.
<ul style="list-style-type: none"> Bachelor of Social Work or other relevant subject or working towards relevant qualification 	<ul style="list-style-type: none"> Experience or demonstrated capacity working in a similar organisation with Legacy's ethos
<ul style="list-style-type: none"> Demonstrated experience providing assessment, individual planning and support to clients in the context of an organisation delivering client services such as mental health or disability within related standards and legislation. 	<ul style="list-style-type: none"> Knowledge and experience of the National Disability Insurance Scheme Understanding of the Aged Care community care sector, HCP or CHSP knowledge is an advantage.
<ul style="list-style-type: none"> Accomplished interpersonal, verbal and written communications skills, able to engage personably and effectively with Legatees, management, staff, volunteers and stakeholders from a wide range of backgrounds, including older Australians and persons from the ADF and ex-service community. 	<ul style="list-style-type: none"> Demonstrated commitment of best practice, continued professional and personal development Experience with Microsoft 360 CRM
<ul style="list-style-type: none"> Willingness to commit to best practice, continuing professional and personal development 	
<ul style="list-style-type: none"> Ability to engage supporters with Legacy Brisbane's value and mission 	
<ul style="list-style-type: none"> Proficient in MS Office Suite and varied digital communication platforms 	