



## Position Details

<b>Position title:</b>	<b>Community Connector Lead</b>
<b>Award Classification:</b>	Band 7
<b>Department:</b>	Community Services and Culture
<b>Division:</b>	Community Wellbeing and Inclusion
<b>Date Approved:</b>	January 2026
<b>Approved By:</b>	Manager Community Services and Culture

### Organisational Relationships:

<b>Reports To:</b>	Head of Aged Access and Inclusion
<b>Supervises:</b>	N/A
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, community organisations and Contractors.

## Position Objectives

- Ensure that the community connector service provides responsive, tailored and individualised advise utilising a community development and social prescription approach, focused on supporting older adults to access activities and programming locally.
- Build, maintain and develop strong networks and relationships with community organisations, service providers within the municipality and contributing to the design and integration of relationships to support community wellness and access to early intervention and prevention support services (externally funded and community based).
- Identify service gaps and propose innovative responses through increasing community capacity development, research and advocacy.

## Our values

Working together  
Performance

Creative and strategic thinking  
Courage and integrity

Personal growth  
Accountability, Community First

## Key Responsibilities and Duties

- Identify emerging community needs, community expectations and aspirations related to active and healthy aging within the community.
- Lead and support the development of resources and information to guide and assist our diverse community to access a range of services and supports which support local engagement and promote greater connection.
- Develop and initiate effective professional networks with community organisations and groups, service providers and other key stakeholders through participating in relevant networks and activities.
- Engage with relevant internal and external stakeholders to develop partnerships and networks through which the community connector program can be promoted, extending the reach and impact of this service to older community members within the municipality.
- Facilitate older community members to access activities and programs within the municipality(i.e., exercise programs, library programming, social activities), provide information and support in accessing My Aged Care, as well as providing referral pathways to community activities and programming which have an early intervention and health prevention focus

## Accountability and Extent of Authority

- Provide specialist advise to community members regarding the range of services and programming opportunities within the municipality which provide opportunities for capacity development, as well as providing information and support in navigating My Aged Care and funded service offerings.
- Identify and lead continuous improvement processes which promote a culture of feedback and enable opportunities to identify system gaps and opportunities for systemic advocacy.
- Support and contribute to the design, implementation, and development of the community connector model of operation, through strengthening connection with community and key stakeholders in contributing to the development of capacity within older people in the municipality.
- Have strong internal connections and relationships with the ASSIST team and more widely within organisation, providing a community facing connector service which supports the diversity within the City of Port Philip.
- Responsible for keeping and creating up-to-date information and community resources which support older people to access and engage in a range of programming, support services and referral opportunities.

## Judgement and Decision Making

- Responsible for the day-to-day operation of the community connector function

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- Apply sound judgment and decision making skills in responding to new challenges, utilising established or newly developed techniques (through feedback) to respond to emerging challenges.
- Identify when current or established techniques are not resolving challenges and recommend new strategies and solutions after analysis of the specific issues.
- Are cognisant of the current and emerging issues affecting older people within the City of Port Phillip, with specific focus on services and supports within the City of Port Phillip to ensure that information and resources are accurate and up-to-date.
- Collect and maintain service specific data which enables evidenced based decisions on how the community connector model can respond to community needs.
- Work independently and make decisions without always having guidance from supervisors or the organisation.

## Specialist Skills and Knowledge

- Have extensive experience and comprehensive knowledge of activities and programs which support capacity development, social connection, as well as referral pathways to receive funded aged care services.
- Have sound knowledge and linkages with community based organisations delivering a range of programming and activities targeted at older people, specifically where these programs focus on prevention and early intervention strategies to build capacity and promote healthy ageing and connection.
- Highly skilled at maintaining key stakeholder relationships through cultivating these networks to enable and support information provision for services and activities to community members within the City of Port Phillip.
- Demonstrated experience in sharing sector expertise with the creation, development, and refinement of a range of community resources to enable community to access appropriate supports.
- Proven ability to provide excellent customer service to all community members and acknowledges that a diversity of messaging may be required to meet the specific needs of the community.
- Competence in the use of Microsoft suite of applications, and other software which is core to the delivery of the service.

## Management Skills

- Well-developed project management skills in the delivery of community facing services, including strategies to ensure the success of the project.
- Demonstrated skills in managing time, setting priorities, planning and organising work to ensure that specific objectives are achieved in the most efficient manner, accounting for available resources and conflicting pressures.
- Skilled in stakeholder management, and posses the ability to manage competing priorities from external stakeholders.

## Interpersonal Skills

- Is highly skilled at communicating effectively with people to gain cooperation and assistance from clients, members of the public and other employees.
- Able to liaise with colleagues and counterparts in other organisations to discuss and resolve specialist problems and or intra-organisational challenges.
- Possess strong oral and verbal communication, including written communication with a wide range of community members, colleagues and key stakeholders (internal and external).
- Significant experience in the development and writing of documents and reports for a range of audiences including community members, key stakeholders and staff members, including the leadership team.

## Qualifications and Experience

- Hold a tertiary and/or post-graduate qualification in social services, community development, health sciences and/or other relevant field.
- Demonstrated significant experience within the community care sector, having experience in connecting clients into services which promote social connection, local participation, and support clients to live independently within the community.
- Comprehensive experience in connecting community and developing capacity within community to access services within the community.
- Demonstrated experience in project management through the development, implementation and refinement of community facing projects.

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## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification

## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of

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responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

## Key Selection Criteria

- Tertiary and/or post-graduate qualification in social services, health sciences, community development or other relevant field.
- Have significant experience within the community sector in supporting community to build capacity, access and engage in a range of programming and associated activities which support healthy ageing and independence at home.
- Demonstrated ability and experience in the development, implementation and integration of programs which support capacity development within the community.
- Demonstrated experience in developing and maintaining positive and productive relationships with stakeholders through a range of communication techniques (written, oral and verbal communication).
- Experienced in the providing excellent customer service responses which support high quality community outcomes.



*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*