# SELECTION CRITERIA

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| Position Title | Community Support Officer |
| Reporting To | Team Leader – Non-Placement Support Services |

# KEY COMPETENCIES

## Qualifications, Knowledge and Experience

### Essential

* A tertiary qualification in Social Work / Welfare / Community Services / Disability Services or related fields or equivalent experience in a relevant sector
* Demonstrated ability in working with Aboriginal people, their communities and organisations
* The ability to develop and maintain effective working relationships with stakeholders, other agencies and service providers
* Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner
* Demonstrated computers skills, including the use of all Microsoft Office applications
* Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate as well as working as part of a wider team
* Personal organisation skills including time management and ability to prioritise competing demands
* Understanding of the importance of handling sensitive and confidential client or service information
* Clear Working with Children Check and National Police History Check
* Current, valid Driver’s Licence and willingness to transport clients, and travel overnight in regional and interstate areas if required

### Desirable

* Aboriginality\*

# PERSONAL QUALITIES AND ATTRIBUTES

* Effective conflict resolution skills, negotiation, mediation and decision making skills
* Demonstrates initiative and an ability to problem solve
* Good literacy skills
* Effective communication skills including written and verbal communication with the ability to exercise these skills with people at all levels

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*