



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

Job Vacancy

Community Services Worker/ Community Visitors Scheme (CVS) Coordinator

- Full time position based in Box Hill
- Fixed term contract until 30 Jun 2023

About the opportunity

CCSSCI has an exciting opportunity for a Full-time Community Services Worker/ Community Visitors Scheme (CVS) Coordinator position to join our Community Social Services.

This position will be responsible for provision of case work, group work and community work for the Settlement and Access Support program, Community Visitors Scheme and any other projects that CCSSCI may require to be undertaken from time to time.

Key Responsibilities

- Handle enquiries and provide updated and accurate information, make formal referrals and support clients to access appropriate services;
- Conduct assessment of eligible clients to identify their needs for services, provide information and assistance and make referrals as appropriate;
- Help clients negotiate the mainstream service system and facilitate pathways into required services;
- Work effectively with mainstream service providers by establishing formal referral protocol and partnership arrangements, with the aim to improve access for our clients and maximise positive outcomes;
- Address the needs of the target groups through the provision of information and community orientation sessions, community consultation forums, support networks, linkages with mainstream service providers and advocacy;
- Plan and implement community project / program to address the specific needs of identified target groups;
- Manage the development of productive arrangements with clients, case manager, care coordinator, contractors and other service providers to strengthen service coordination and increase client's access to services that they need;
- Manage day-to-day operation of the CVS program and coordinate the volunteer recruitment, selection, matching, orientation, training, mentoring and supervision;



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- Provide supervision and support to volunteers to build their confidence and capacity in conducting visits to older people and other volunteering; and conduct first home visit together with volunteers;
- Organise activities, special events, meetings, evaluation sessions for volunteers;
- Promote the CVS program to the aged care service providers and in the wider community; and obtain feedback regularly from services recipients and service providers.

To be successful in this role you will need:

- Fluent in spoken (English, Cantonese & Mandarin) and written (English & Chinese) communication;
- Qualifications in social work, welfare, community services, disability study or other human services fields;
- Well-developed conceptual and working knowledge of the community services;
- Demonstrated knowledge and understanding of aged care issues of people from culturally & linguistically diverse backgrounds;
- Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands;
- Excellent communication, problem solving and conflict resolution skills;
- Ability to undertake needs assessments of individual service recipients;
- High level analytical, research and report writing skills.
- Excellent Computer literacy skills – Intermediate to Advanced;
- Current driver licence and own car for work use (including valid registration and full comprehensive insurance).
- Current satisfactory police check.

Before starting to work with us, you will need to undertake National police check and International police check (if you have resided overseas for more than 12 months in the last 10 years). All offers of employment are subject to clearance of the Safety Screening process.

How to Apply

If this sounds like you, apply now with your current Resume and Cover Letter.

For a full position description, please visit www.ccssci.org.au/join-us/careers
For more information, please email to jobs@ccssci.org.au

Applications close on Wednesday 5th October 2022.