

Wyndham Community and Education Centre Inc.
Job Description

**Community Services Project Officer
(Women's Microbusiness Program)
Job Description**

General Information

Incumbent:	
Classification:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010, Level 3
Reports to:	Community Services Manager
Hours:	5 days per week (38 hrs)
Core hours:	9:00am - 5:06pm. It is envisaged that the position will involve some after core hours and weekend work, which will be adjusted using make up time.
Duration:	Until 30/04/2026

The Women's Microbusiness Project Officer (WMB Project Officer) will deliver a program supporting women to establish a micro business or, have a business that has been in existence for less than 12 months. The focus is on women (30 years+) who are either unemployed, a survivor of family violence, or a member of a culturally and linguistically diverse community (CALD).

The WMB Project Officer will develop and deliver the WMB program in accordance with the position's annual work plan.

The WMB Project Officer is based at Central Park Community Centre and reports to, and will work closely with, the Community Services Manager to ensure the successful delivery of the WMB project.

The Women's Micro-business (WMB) Project Officer is responsible for establishing a Hub for the delivery of the WMB program to support women who have a desire to establish their own business.

Working with at times vulnerable women, the WMB Project Officer will create a safe and supportive environment at Central Park Community Centre from which the program will be delivered, and which will also provide a communal space for the women in the project for networking, supportive group and information sessions, all aimed at developing and strengthen their entrepreneurial and business skills.

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1 Program Delivery

- 1.1 Deliver the program in line with the WMB Project Officer's workplan;
- 1.2 Ensure the program intake numbers are reached in a timely manner;
- 1.3 Identify and establish strong relationships with local organizations, businesses, and agencies that can provide training, mentoring and opportunities for participants;
- 1.4 Take part in weekly meetings with the Community Services Manager and be involved in other meetings as required; and
- 1.5 In collaboration with the Community Services Manager, ensure that the program is delivered within budget.

2 Case Work

- 2.1 Undertake initial assessment to gain a holistic understanding of the participant, their business ideas and progress to date in establishing a business, strengths that would help establishing a business, present barriers to establishing a business, support services or business programs they are presently engaging with;
- 2.2 With the participant, develop a Participant Action Map (PAM) that will provide a pathway for the participant to move from where they presently are, through to establishing a business. Using a strengths-based approach, map the required support, including referrals, mentors and trainings to address barriers;
- 2.3 Track and evaluate participant progress using case notes and key milestones, making agreed to adjustments to the PAM if required;
- 2.4 Provide individualised support and mentorship to participants to maintain motivation and help them: clarify the micro-business they are wanting to start and what is required to do this; understand the value of the skills, knowledge and experiences they have; have the required skills and knowledge to undertake their PAM responsibilities; and provide soft entries to study, training and referrals;
- 2.5 Refer participants to relevant external resources, services, training and opportunities, and monitor their progress, providing support when required;
- 2.6 Provide support once a micro-business has been established and continue to help maintain participant motivation to enhance the continuation and sustainability of the business; and
- 2.7 Identify participant next steps for those who decide they do not want to start up a micro-business.

3 Women's Micro-Business Hub

- 3.1 Create a safe, positive and empowering environment that strengthens participant self-confidence;
- 3.2 Establish and deliver a series of workshops focusing on wellbeing and various aspects of entrepreneurship including business planning, marketing, financial management, and legal considerations;

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- 3.3 Source and coordinate guest speakers, subject matter experts, and trainers to enhance participants' business development, establishment and sustainability knowledge and skills; and
- 3.4 In collaboration with participants, set up a regular group meeting, to help establish micro-business and support networks, and establish an alumni group.

4 Community Engagement & Marketing

- 4.1 Develop and deliver a program promotion/marketing strategy and identify local organizations, businesses, and agencies to be part of that strategy; and
- 4.2 Develop and deliver participant engagement strategies to reach the target audience of women over 30 years of age who face barriers to establishing a micro business or, are struggling to continuing with their micro-business that has been in existence for less than 12 months.

5 Reporting, Monitoring and Evaluation:

- 5.1 Maintain accurate and up-to-date records and data collection;
- 5.2 Provide monthly reports indicating the program's progress against the WMB Project Officer's Workplan and noting achievements and outcomes, challenges and actions to address them, and lessons learnt;
- 5.3 Identify areas for improvement in processes, information and data collection, procedures, and the program delivery model. Present these and suggested alternatives to the Community Services Manager for consideration, then support changes as required;
- 5.4 Provide extra information requested by the Community Services Manager within stated timelines; and
- 5.5 Take part in program monitoring and evaluation activities when required.

6 Other duties & responsibilities

- 6.1 Take on other duties consistent with the position as identified by the Community Services Manager.
- 6.2 Attend Community Service Unit team meetings and Wyndham CEC staff meetings as required.

Important notes

Maintain confidentiality of clients, staff & office operations and support staff & clients with any identified needs.

Promote the purposes of Wyndham CEC as stated in its Constitution and Mission and Vision statements.

All staff should have an understanding of Occupational Health and Safety requirements and ensure that work practices reflect them.

Wyndham CEC is committed to child safety and has no tolerance of child abuse.

All staff must have a strong understanding of and comply with the new child safe standards that were introduced in Victoria in 2022.

Have a strong understanding of MARAM and family violence reforms.

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Key Selection Criteria

The person for this position will have:

- Bachelor degree in a relevant field (e.g., business administration, social work, community development) and/or relevant experience.
- Strong communication and interpersonal skills.
- An understanding of undertaking case work in a culturally sensitive and inclusive manner.
- Demonstrated experience in program/activity delivery.
- Empathy, sensitivity, and understanding of challenges faced by women wishing to establish a business would be highly regarded.
- Knowledge of local resources and support services for women in need would be highly desirable.

Licenses

Applicants must hold a current Driver's Licence.

For the position there is a requirement to hold a valid Working with Children Check and Police Check or the ability to obtain these prior to taking on the role.