

POSITION DESCRIPTION

Community Development Officer

Award	Classification	Dept	Location	Emp Type	Reports To	Direct Reports
Social, Community, Home Care and Disability Services Industry Award	Level 4	Services	Head Office	Part-Time	Program Lead, Community Playgroups	Nil

Company Overview

Playgroup NSW is a not-for-profit organisation that helps connect families and children to people and services in the community to impact their quality of life positively.

For over 50 years, Playgroup NSW has delivered and linked families to, vital services such as parent support groups and playgroups for those experiencing vulnerability and diversity, and those who value community connections.

Thousands of families connect via community-led and supported Playgroup sessions affiliated with or delivered by Playgroup NSW run weekly, building their parental capacity, building their village, and helping their children learn.

PGNSW Values

ACT WITH INTEGRITY

Put child and family wellbeing at the heart of our work, and be honest, accountable, and show respect

BALANCE WORK AND PLAY

Be goal focused, mindful of people's wellbeing, and contribute to a positive team culture.

LEAD CHANGE

Seek and encourage learning, innovation, and greater positive impact.

EMBRACE INCLUSIVITY

Be collaborative, seek to understand, and celebrate diversity.

Position Purpose

We work with passion and pride to ensure that every child, in family, in every community thrives in the first 2000 days, with a focus on the most vulnerable and marginalised.

The Community Development Officer strengthens the wellbeing and connectedness of families across NSW by establishing, supporting, and sustaining inclusive community playgroups. This role builds local capacity by empowering volunteers, fostering meaningful community partnerships, and ensuring high-quality program delivery that supports early childhood development.

Through a community-led approach, the Officer identifies emerging needs, nurtures collaborative relationships, and contributes to Playgroup NSW's strategic goals. By championing accessible, safe, and welcoming playgroup environments, the role helps families build their village, enhances child development outcomes, and strengthens community resilience.

Overall Responsibilities	
Key Result Area	Responsibility
Community Engagement and Development	• Be the reliable, approachable, active and outgoing face of Playgroup NSW in our regions, known and respected with families, children, community and funders. • Establish and promote Playgroup NSW's complete offering of programs and services across the region with lasting relationships, community presence, and meaningful support. • Identify opportunities for connection and growth within the community sector and areas of emerging needs, expanding the footprint of Playgroup NSW across NSW. • Support the establishment of new playgroups and peer support groups, with a focus on communities experiencing vulnerability or disadvantage. • Apply community development strategies to strengthen, sustain, and grow all Playgroup NSW membership, programs and services. • Promote collaboration across NSW to enhance capacity and capability. • Proactively engage all playgroup and peer support group providers in your region to join the Playgroup NSW Collective, in line with our role as a peak body. • Contribute to Playgroup NSW policy, advocacy, marketing and impact platforms.
Community Playgroup Support and Capacity Building	• Apply community development strategies to support, sustain and grow community playgroups and programs • Provide information, advice, and operational support to new volunteer coordinators and playgroup committees. • Support volunteers to establish new community playgroups with confidence for ongoing self-management, including developing resources and fact sheets. • Deliver training and resources on starting, sustaining, and managing community playgroups, including inclusion, safety, venue sourcing, and local advocacy. • Respond to volunteer, family, and community enquiries in a timely and supportive manner.
Program Delivery and Quality Assurance	• Facilitate and deliver communities of practice, engagement events, presentations, promotions, inductions, pitches, introductions, talks, information sessions and incubation sessions as required. • Ensure all Playgroup NSW services and programs provide high quality, stimulating, positive environments that foster all areas of child development. • Promote accessibility, inclusion, and welcoming environments across all Playgroup NSW programs and services. • Identify risks, incidents and recommend quality improvement initiatives to strengthen program outcomes, reach and impact.
Stakeholder Engagement and Partnerships	• Develop strong working relationships with local government, local Members of Parliament, community organisations, councils, venue providers, corporate partners and service partners with proactive and equitable engagement across the region. • Liaise with community service providers (e.g., maternal health nurses, allied health, neighbourhood centres, early childhood services, disability providers, settlement providers) to raise the profile of Playgroup NSW and develop and manages a local directory of services and partners. • Participate in local and regional forums to support program delivery. • Provide advice to stakeholders on best practice community development and service delivery.

Strategic Contribution	• Contribute to organisational strategic goals and the PGNSW Strategic Plan. • Support strategic planning processes to ensure consistency and continuous improvement. • Identify areas of need and growth for future impact. • Support promotional events and activities to increase participation and membership where beneficial.
Compliance, Reporting and Administration	• Data reporting, administration and full compliance, accurate and on time. • Maintain accurate data entry in the CRM and other information systems. • Ensure compliance with legislation including Child Protection, WHS, and funding contract requirements. • Work towards achieving KPIs set by the Program Lead.
Workplace Health, Safety and Child Safety	• Ensure the health and safety of self and others by complying with all relevant legislation and compliance requirements as well as all policies, procedures, guidelines and instructions issued to protect health and safety. • Observe workplace procedures for risk identification, risk assessment and risk control including identification, reporting and investigation of all health and safety risks, accidents, injuries, property damage and mishaps in the workplace.

Working Relationships	
Internal	External
All employees. Leadership Team, Managers, Services Team	Children and Families, Volunteers, Playgroup Participants, Partners, Council, Community Organisations, Early Childhood organisations, Government stakeholders

Knowledge, Experience & Criteria
Qualifications
• Degree/Diploma in a relevant field in Community Services, Social Sciences, Public Health, Volunteer Engagement and/or Early Childhood Education and Care
Essential Experience & Selection Criteria
• Demonstrated experience and impact in community development and engagement, with a minimum two years in a similar role • Highly developed organisational and time management skills with a proven ability to meet deadlines • Well-developed interpersonal skills with proven ability to work collaboratively, form strategic partnerships, resolve conflicts and solve problems • Proven, well developed and diverse external stakeholder relations experience • Strong community networks and relationship-building skills • Proven highly developed capability to work with diverse individuals and groups including people from various cultural backgrounds and vulnerable cohorts • Well-developed administrative, systems and database management skills, in particular Microsoft 365, Teams and CRM programs. • Strong understanding of community development principles and inclusion • Practical experience working in a fast paced, professional environment and ability to prioritise competing tasks as required • Working with Children Check verification • Current Drivers Licence and access to your own vehicle • Ability and willingness to travel across your region on a regular basis.
Desirable Experience & Criteria
• Experience working with Salesforce or similar CRM platform • First Aid Certificate • Experience in a community playgroup or volunteering capacity

Acknowledgement
I have read, understood, and acknowledge the contents of this Position Description. I acknowledge that I have read

and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the expectations with my Manager.	
Employee Name	
Employee Signature	
Date	