



Position Description (PD)

1. Position Overview

Position Title: Emergency Relief Officer

Program / Service: Community Services

Award / Classification: SCHADS Award – Level 4

Reports To: Manager (Community Services)

Direct Reports: 0

2. Position Purpose

The Emergency Relief Officer delivers person-centered emergency relief and financial wellbeing support under the Department of Social Services (DSS)–funded Financial Wellbeing and Capability Emergency Relief Program. It provides timely financial and material assistance to individuals and families experiencing hardship through comprehensive intake, assessment, wrap-around support and coordinated referrals.

This role also contributes to the delivery of food relief services, working collaboratively to ensure the effective management and fair distribution of food and essential supplies, while supporting improved wellbeing, reduced hardship and increased participant stability and self-reliance.

3. Key Accountabilities

1. Operational & Service Delivery

- Deliver immediate financial and material assistance (e.g. food parcels, vouchers) to eligible participants in line with the DSS program guidelines.
- Provide initial comprehensive intake and assessment for eligible participants in a person-centred, culturally sensitive and human-rights-focused manner.
- Identify underlying and contributing issues (e.g. housing insecurity, domestic and family violence, mental health concerns) and provide appropriate referrals.
- Provide participants with accurate information and appropriate advice, including advocacy options and referral pathways to support services.
- Coordinate care and support services in line with the Financial Wellbeing and Capability program, including case coordination and ongoing participant support.
- Complete planned exits from the Financial Wellbeing program when services are complete, including referrals to external services where required.
- Assist with coordination of food pantry operations, including client interaction, volunteer engagement and ensuring appropriate food availability.

2. Quality, Compliance & Risk

- Ensure all services meet relevant legislative, funding, and policy requirements.

- Monitor participant wellbeing and risk indicators, escalating concerns appropriately in line with organisational procedures.
- Ensure accurate data collection, reporting and compliance with funding and contractual obligations.
- Embed child safety and vulnerable-person safeguarding obligations into all operational practices.
- Apply risk management principles, ensuring incidents, hazards, and events are identified, reported, and escalated appropriately.
- Ensure accurate records are maintained in accordance with the Privacy Act 1988 (Cth) and CS#1 confidentiality requirements.

3. Leadership & Capability

- Demonstrate professional judgement, initiative and accountability when managing workload and participant needs under general direction.
- Contribute positively to a collaborative team environment, modelling high-quality customer service and respectful practice.
- Support volunteers and less experienced staff during service delivery and operational activities, as appropriate to role scope.
- Assist the Manager to deliver on contractual obligations related to monitoring, evaluating, and reporting on program performance.
- Demonstrate accountability for the quality, compliance, and outcomes of services delivered within delegated authority.

4. Stakeholder & Relationship Management

- Develop and maintain strong working relationships with community providers, referral partners and stakeholders to support coordinated service responses.
- Facilitate smooth transitions and referrals between services to support continuity of care and achievement of participant goals.
- Advocate on behalf of clients to ensure access to appropriate services and supports, within program and budgetary constraints.

5. Continuous Improvement & Systems

- Contribute to the ongoing evaluation, review, and improvement of operational policies, procedures, and practices for the program.
- Support the collection, analysis and provision of accurate program data and service statistics to meet reporting requirements and to inform evaluation, performance monitoring, service planning and continuous improvement.

- Identify opportunities to implement best practice approaches and support compliance with industry standards and frameworks
- Complete regular support plan reviews to ensure participant needs and goals are being addressed with a wellbeing and reablement focus.
- Monitor, review and adjust supports in response to participant progress and changing circumstances.

4. Mandatory Legislative & Governance Responsibilities

The role holder is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and confidentiality obligations.
- Identify and report WHS risks, hazards, and incidents are reported in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant industrial instruments when supervising or directing staff.
- Ensure conduct and decision-making complies with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

5. Key Relationships

Internal

Relationship	Purpose
Community Services Manager	Direction, reporting, escalation
Volunteers	Operational guidance and support (when required)
Other Operations Staff	Integrated service delivery
Corporate Support Teams	Finance, people, compliance, systems

External

Relationship	Purpose
Clients and Carers	Deliver person-centred case management and support client outcomes

Relationship	Purpose
Community Providers and Partner Organisation	Coordinate referrals, discharge support, and service delivery.
Regulators / Auditors	Compliance and quality assurance

6. Capabilities & Selection Criteria

Qualifications

- Demonstrated equivalent Certificate IV qualification in Community Development, Community Services or a related discipline, or equivalent experience.

Experience

- Demonstrated experience delivering telephone and face-to-face assessment, referral, and support services to individuals, families, and communities with diverse cultural, emotional, and social needs.
- Proven experience in case management, including developing, monitoring, and adjusting care and service plans, overseeing package budgets, and managing client exits from programs

Knowledge & Skills

- Sound understanding of risk assessment, duty of care, and safeguarding principles within community and health service environments.
- Well-developed relationship-building skills, with the ability to liaise effectively with clients and a range of internal and external stakeholders to achieve positive package and client outcomes.
- High-level administrative and written communication skills, including the ability to develop care and service plans, maintain accurate case notes, document feedback and complaints, and contribute to program reporting.
- Strong organisational skills, with the ability to manage competing priorities and work with a high level of autonomy and professional judgment.

Values & Behaviour

- Demonstrated commitment to person-centred, strengths-based, and culturally responsive practice.
- Acts with integrity, professionalism, and accountability, and adheres to organisational policies and legislative requirements.
- Demonstrates collaboration, respect, and a positive contribution to team culture.

7. Role Scope & Authority

Area	Description
Decision Making	Assess, plan and manage client supports in line with program guidelines.

Area	Description
Financial Responsibility	Client package budgets in line with approved funding and program guidelines.
People Responsibility	No people responsibility
Compliance Frameworks	Operate in accordance with relevant legislation, funding agreements, relevant CS#1 policies and procedures

8. Employment Conditions

- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People/Working with Children Check), First Aid Certificate and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development

9. Acknowledgement

Name	Signature	Date
Employee		
Manager		