

Community Services Worker (Vietnamese Speaking)

22.5 hours/week

CASS Care Ltd is a multi-disciplined community services provider, with “CASS”, as our brand name, which is commonly known in the community. We are active in the provision of a comprehensive range of social welfare services, catering the needs from cradle to seniors, including residential aged care, home ageing, disability, settlement and health, employment and training, child care and many more community-based services. We are seeking an enthusiastic person with relevant skills to fill the above position.

Position Summary:

The Community Services Worker (Vietnamese Speaking) will deliver and develop community programs and social groups to meet the needs of the Vietnamese community, with a particular focus on senior groups. This involves engaging and supporting community members to access services, coordinating volunteers to assist with programs, and producing culturally and linguistically appropriate resources. The position will also promote CASS services, collect program data for evaluation, and work collaboratively with internal teams and external stakeholders to enhance community participation and wellbeing.

Main Duties and Responsibilities:

- Run and develop social groups, particularly senior social groups, including planning activities, coordinating sessions, and ensuring a supportive and engaging environment;
- Recruit, train, and manage volunteers to support the delivery and growth of social groups and other community activities;
- Assist Vietnamese community members to understand and access social welfare systems, services, and relevant information;
- Plan, organise, and deliver community programs, information sessions, and events;
- Develop culturally and linguistically appropriate resources to support community understanding of available services;
- Collect data and feedback to evaluate program effectiveness and identify emerging community needs;
- Promote CASS community services through accessible media channels, including social media;
- Collaborate with internal teams and external stakeholders to enhance service delivery.

Selection Criteria:

Essential	Desirable
<ul style="list-style-type: none"> • Tertiary qualification recognised in Australia and relevant experience; • Understanding of aged care systems and knowledge of government and community services and networks; • Excellent command of spoken and written English and fluency in Vietnamese; • Strong interpersonal, communication, and networking skills in both English and Vietnamese, with the ability to engage effectively with community members, especially seniors; • Proficient in using computers; • Ability to attention to detail; • Strong organisational and time-management skills, with the ability to work independently and as part of a team, meet deadlines, and achieve program targets; • Current First Aid Certificate or is able to obtain the certificates prior to employment; • Valid National Police Certificate or is able to obtain the certificates prior to employment; and • Valid driver's licence and access to vehicle covered by comprehensive car insurance. 	<ul style="list-style-type: none"> • Relevant knowledge and experience in the community services sector; and • Experience in working with Vietnamese speaking senior groups.





Salary and employment conditions for the above position is as per Enterprise Agreement. Salary packaging is available. Discounted childcare fees are available for CASS's long day care, before and after school, and vacation care services.

How to Apply:

Applications in writing providing detailed resume, responses to the above requirements are to be forwarded to: Ms. Vickie Xu, Executive Officer/Human Resources Management, CASS Care Ltd, 44-50 Sixth Avenue, Campsie NSW 2194 or via email to recruitment@cass.org.au. Applications close at **5:00pm, 19 December 2025**.

For enquiries on the position, please contact Ms. Giang Phan, Executive Support Officer/Multicultural Community Services Development (Vietnamese) on 0431 775 219.

Only shortlisted applicants for interview will be notified.

