

Community Services Assistant Coordinator/Coordinator (Melbourne) (Mandarin AND Cantonese Speaking)

37.5 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.

Position Summary:

This position is responsible for supporting the effective delivery of community services in Melbourne, and ensuring day-to-day operations are carried out in accordance with government requirements, aged care service standards, and organisational policies and procedures. It also aims to assist multicultural communities (Chinese community specialised) in understanding and accessing aged care systems, services and information.

Main Duties and Responsibilities:

- To provide culturally appropriate and intensive case management and service referrals in aged care registration and information access in one-on-one and group settings, coordinate service referrals, and contribute to the increasing number of our Support at Home (S@H) Program clients;
- To establish and run CASS-funded senior activity groups in Melbourne regularly;
- To explore and apply for grant funding and deliver the funded project as required;
- To undertake the service development in targeted community, particularly the development of Support at Home services for the Chinese community in Melbourne;
- To build strong relationships with clients, families, referral and external referral partners.

Selection Criteria:

Essential	Desirable
<ul style="list-style-type: none"> • Good command of spoken and written English; • Must be able to speak Cantonese and Mandarin fluently; • Excellent communication, interpersonal, time management, and organisational skills; • Ability to pay attention to details; • Computer literate; • Ability to work as a team and independently; • Current First Aid Certificate; • Valid National Police Certificate or is able to obtain the certificate prior to employment; and • Valid driver's license and access to vehicle covered by comprehensive car insurance. 	<ul style="list-style-type: none"> • Tertiary qualification and/or experience in Social Work, Social Science, Community Services etc.; • Relevant knowledge and experience in aged care services.

Salary and employment conditions for the above position is as per Enterprise Agreement. Salary packaging is available. Discount child care 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. Application will close at **5:00pm, 16 February 2026**.

For enquiries on the position, please call Ms. Bo Lam, Service Development Manager, Home Aging Services (Melbourne) on 0437 956 639.

Only shortlisted applicants for interview will be notified.

