

Community Services Coordinator

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 assisting the Chinese community in accessing and understanding aged care systems, services and information as well as developing community services needed by the community.

Main Duties and Responsibilities:

- Develop and deliver community projects that respond to identified community needs;
- Provide navigation support to older people from Chinese-speaking backgrounds to access the aged care system and other relevant support services, including ongoing guidance, follow-up, and referrals as required;
- Build and maintain trusted relationships with customers by managing enquiries from initial consultation through to service commencement, ensuring a smooth and supported transition into services;
- Arrange and provide culturally appropriate, tailored information about accessing aged care and other community services in one on one and group settings;
- Collect and analyse data and community feedback to support the evaluation of emerging community needs, identify service gaps, and inform improvements to existing social and welfare services;
- Plan, organise, coordinate and carry out engagement activities such as information sessions, community events and programs, and outreach initiatives to promote CASS services and improve community awareness of aged care and support services;
- Coordinate the promotion of projects, services and events being provided or undertaken by CASS on all accessible media platforms.

Selection Criteria:

Essential	Desirable
<ul style="list-style-type: none"> • Good command of spoken and written English; • Must be able to speak and write Chinese (Mandarin and Cantonese) fluently; • Good communication, interpersonal, time management and organisational skills; • Ability to pay attention to and explain details; • Computer literate; • Ability to work as a team and independently; • Demonstrable skills in publishing and promoting on social media platforms; • Current First Aid Certificate; • Valid National Police Certificate or is able to obtain the certificate prior to employment; • Possess valid driver licence and own vehicle. 	<ul style="list-style-type: none"> • Tertiary qualification recognised in Australia and experience in relevant field, fresh graduate is welcome; • Experience in coordinating and providing services in community organisations; • Experience in managing social media; • Experience in supervising volunteers; • Experience in undertaking funded projects and meeting schedule to deliver project targets.





Salary and employment conditions for the above position are as per Enterprise Agreement. Salary packaging is available. Discount child care is available at CASS operated long day care, before and after school care, and vacation care.

How to Apply:

Applications in writing providing detailed resume, responses to the above requirements are to be forwarded before **5:00pm, 6 March 2026** 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.

For enquiries on the position, please call Ms. Peony Chik, Senior Executive Officer/Community Social Support Services on 0419 256 748.

Only shortlisted applicants for interview will be notified.

