



Attract, Connect, Stay – Glen Innes Inc.

Trading as Local Connect

JOB DESCRIPTION:

WELCOME AMBASSADOR

(SUPPORTING ‘THE WELCOME EXPERIENCE’)

Position Details

Location: Inverell or Tenterfield (community-based, flexible work arrangements)

Employment Status: Casual, up to 5 hours per week

Award: [SCHADS Award](#) – Social and Community Services Employee

Remuneration: Casual hourly rate in accordance with SCHADS Award Level 3 Pay Point 4 + superannuation

Reports to: Community Connector / Executive Director, Local Connect

Work Pattern: Flexible casual hours, including occasional evenings and weekends depending on community activities and events

About Local Connect

Local Connect is a place-based organisation working to attract, connect and retain a sustainable workforce in regional communities.

As part of the [Attract, Connect, Stay](#) network, Local Connect delivers practical, community-led solutions that strengthen workforce attraction and retention across the Northern New England region.

Through a partnership with the NSW Government, Local Connect delivers **The Welcome Experience**—a free concierge-style service supporting essential workers and their families making the move to the Northern New England region (including Glen Innes, Inverell and Tenterfield).

Find out more at localconnect.org.

About the Role

The Welcome Ambassador is a casual, community-based support role working alongside Local Connect's Community Connectors to help essential workers and their families feel welcomed, connected and supported in their new community.

This is a hands-on, people-focused role suited to someone who is well connected locally, enjoys meeting new people, and is passionate about helping others settle into regional life.

The Welcome Ambassador provides informal, on-the-ground community connection and local knowledge support, while the Community Connector remains the primary contact responsible for program coordination, eligibility and case management.

About You

Key Attributes:

- Friendly, approachable and community-minded
- Passionate about supporting people and building connections
- Reliable, organised and proactive
- Empathetic and culturally aware
- Positive and welcoming attitude

Skills & Experience:

- Strong communication and interpersonal skills
- Good knowledge of the local community and region
- Experience volunteering, community involvement or customer/community-facing roles (desirable)
- Ability to work independently with support from the Local Connect team

Highly Valued Experience:

- Experience relocating to a regional area or supporting others through relocation
- Existing involvement in local community groups, sporting clubs or networks
- Understanding of rural and regional community life

Working Requirements:

- Current NSW Driver Licence
- Access to a reliable vehicle
- Flexibility to occasionally attend evening or weekend events

Key Responsibilities

1. Community Welcome & Social Connection

- Help newcomers feel welcome and connected within the local community
- Introduce essential workers and their families to local groups, activities, sporting clubs and social opportunities
- Provide informal local knowledge and recommendations
- Assist newcomers to build confidence and a sense of belonging in the region

2. Practical Community Support

- Assist newcomers to navigate local services and community resources
- Provide general local information relating to schools, childcare, recreation and community life
- Support Community Connectors with community-based welcome activities and follow-up tasks

3. Events & Engagement

- Assist with local welcome events, social gatherings and community activities
- Help create welcoming, inclusive and positive experiences for newcomers
- Attend occasional networking or community engagement activities on behalf of Local Connect

4. Welcome Packs & Local Resources

- Assist with preparing and distributing Welcome Packs for new arrivals
- Help identify locally relevant information, businesses, services and resources for inclusion in Welcome Packs
- Maintain awareness of local events, services and opportunities

5. Communication & Collaboration

- Work collaboratively with Community Connectors and the Local Connect team
- Provide local insights and feedback to support newcomer settlement outcomes
- Maintain professional and respectful communication with participants and stakeholders

6. Administration & Record Keeping

- Record approved hours worked and activities completed
- Maintain confidentiality and privacy requirements
- Follow Local Connect procedures regarding approved work-related expenses
- Follow Local Connect policies and procedures

Benefits

- Flexible casual work arrangements
- Meaningful community-impact role
- Opportunity to help newcomers feel welcome and connected
- Work alongside a supportive, community-focused team
- Gain experience in community engagement and regional workforce attraction initiatives

Contract Term

Casual employment arrangement, subject to ongoing program funding and operational requirements.

How to Apply

To apply, please submit your resume and cover letter to Margot Davis:
margot@localconnect.org