

SOCIAL SERVICES ASSISTANT

12 Months fixed term contract (Renewable)



Ezulwini Town Council (EZTC) invites suitably qualified and experienced candidates to support the Social Services Department in promoting the social well-being of residents through the implementation of social welfare services, wellness support activities, outreach programs, and community development initiatives. The Social Services Assistant supports the Social Services Manager in responding to the needs of individuals, families, and vulnerable groups within the town; supporting residents' wellness initiatives within the Municipality; assisting with volunteer coordination; and implementing outreach programs aimed at improving the quality of life for all stakeholders. The position reports to the Social Services Manager.

Main Responsibilities

- Assist in identifying and assessing the social and economic needs of community members.
- Support the implementation of programs for vulnerable children, older persons, persons with disabilities, and other vulnerable groups.
- Provide basic psychosocial support, guidance, and referral services under supervision.
- Conduct follow-ups on cases and maintain accurate records of interventions and outcomes.
- Assist in implementing resident wellness, life skills, and awareness programs.
- Support youth development, community empowerment, and social development initiatives.
- Mobilise and engage community members in development and wellness activities.
- Collaborate with schools, NGOs, government agencies, healthcare providers, and community organisations.
- Assist in monitoring program participation and evaluating community needs.
- Support community outreach, education, and awareness campaigns on available social services.
- Assist in coordinating and supporting community volunteers and volunteer activities.
- Collect data and contribute to the monitoring and evaluation of programs and projects.
- Prepare reports, statistics, and documentation on program activities and outcomes.
- Maintain confidential records and ensure proper filing in accordance with departmental procedures.
- Participate in stakeholder meetings and support the implementation of action plans and community partnerships.

PROFESSIONAL QUALIFICATIONS, SKILLS AND EXPERIENCE

- Diploma in Social Work, Community Development, or a related field.
- At least 1–2 years' experience in community-based social service programs.
- Computer literacy and good report-writing skills.
- Valid driver's license will be an added advantage
- Demonstrate integrity, professionalism, and ethical conduct.
- Maintain confidentiality of all client information.
- Ability to show respect, fairness, and non-discrimination in service delivery.
- Demonstrate teamwork and cooperation with colleagues and stakeholders.
- Uphold the municipality's values and code of conduct.
- Maintain punctuality, accountability, and reliability in all duties

APPLICATION PROCEDURE

Written applications to be accompanied by a curriculum vitae and certified copies of qualifications.

- Directed to: **The Corporate Services Manager**
- Hand delivery of applications will not be accepted.
- Emailed to: recruitment@ezulwini.co.sz
- Closing Date: **Tuesday 21st July 2026**
- Correspondence will be limited to short-listed applicants.
- Appointment will be subject to verifications, assessments, and reference checks.