



## POSITION DESCRIPTION

# COMMUNITY SERVICES OFFICER

<b>Reports to:</b>	Team Leader Community Services
<b>Purpose of Position:</b>	<p>To work with and support Community Organisations in the development and maintenance of Community Services in the Moira Shire as an integral and coordinated part of local service provision.</p> <p>The Moira Shire Council Community Services Team includes a number of focus areas including (but not limited too) disability and inclusion, early years, gender equity, health and wellbeing, positive aging, and youth development.</p> <p>A primary focus of the role is the development, implementation and review of a range of initiatives in accordance with the wider implementation of the Council Plan and associated Council strategies and programs.</p>
<b>Salary Range:</b>	Band 6 of the Moira Shire EA Number 8
<b>Financial Authority:</b>	In accordance with Council's Delegations Framework
<b>Incumbent:</b>	Vacant
<b>REF NO:</b>	D16/70497

### Enquiries

For more information about this position please contact the Moira Shire Council Organisational Development Department on (03) 5871 9222.

*Moira Shire Council is an Equal Opportunity Employer offering flexible work arrangements for employees in a family-friendly work place.*

<b>ORGANISATIONAL RELATIONSHIP</b>	
<b>Position reports to:</b>	– Team Leader Community Services
<b>Position supervises:</b>	– Students and young people – Volunteers – Casual or project staff by agreement

<b>KEY RELATIONSHIPS</b>	
<b>Internal:</b>	– Community Development Team – Other staff as required – Executive management and Councilors
<b>External:</b>	– Community organisations and educational institutions – Advocacy organisations – Other local governments – General public – Federal and State Government Departments

<b>PRIMARY RESPONSIBILITIES AND KEY FUNCTIONS</b>	
<b>Community Services</b>	
<ul style="list-style-type: none"> <li>– Plan, develop and implement programs and activities with the Community Services team.</li> <li>– Consult and liaise with relevant community organisations, and Government Departments.</li> <li>– Represent Council on relevant Committees.</li> <li>– Understand issues and emerging issues in contemporary communities and their relevance in on Moira Shire’s communities.</li> <li>– Assist in researching and preparing relevant submissions and grant applications.</li> <li>– Identify and procure required resources, such as equipment, venues, and staff for the delivery of events and programs, within budget parameters.</li> <li>– Participate in program and event evaluation for future planning.</li> </ul>	
<b>General</b>	
<ul style="list-style-type: none"> <li>– Participate in organisational planning and relevant training programs.</li> <li>– Prepare written reports, correspondence and other administrative tasks relating to the positions’ area of responsibility.</li> <li>– Provide support to the Community Services team members, where the provision of that support does not impact negatively on your workload.</li> </ul>	

## PRIMARY RESPONSIBILITIES AND KEY FUNCTIONS

Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.

These responsibilities and functions apply to a range of towns and areas as allocated to this role. These towns and areas can change over time to adapt to the changing needs of communities and Council.

The role may also have specific areas of focus in service delivery and relationship management. These may vary from time to time as the stakeholders that Council engages vary.

Moirá Shire Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act 2013 and it is a core function of Council business.

At times the incumbent may be asked to assist in Council's emergency management operations, within reason.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

- This position is accountable to the Team Leader for the carrying out of duties and responsibilities in an ethical and non-discriminatory manner which ensures a high level of service efficiency.
- Assist with budget preparation and subsequent maintenance of expenditure in line with set parameters.
- Assist in the selection and induction of volunteers as required where indicated.
- Represent Council on Committee/Public Meetings as per defined roles when required
- The Officer has access to guidance and advice from the Team Leader.
- The freedom to act is governed by clear objectives and budgets, with established policies, practices and procedures.

## JUDGEMENT AND DECISION MAKING

- The Community Services Officer is responsible for making decisions and exercising judgement about the areas for which he/she is responsible, including:
  - The development, management, maintenance and provision of effective systems;
  - Understanding of legislation, strategies, policies and procedures effecting the development and improvement of the delivery of social and community services;
  - Appointment of volunteers; and
  - Ability to prioritise workloads within tight timelines
- Guidance and advice are usually available within time to make a choice.

### **RISK, WORK HEALTH AND SAFETY AND EQUITY**

- Adhere to defined work health and safety policies, protocols and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace
- Adhere to defined work injury management policies, protocols and procedures
- Ensure Hazards are minimised and near misses, incidents and hazards are reported
- Compliance with Equal Opportunity, Diversity and Gender Equity policies and protocols
- Identify and manage areas of risk within area of responsibility to the department and Council

### **KEY COMPETENCIES**

#### **SPECIALIST SKILLS & KNOWLEDGE**

- Qualifications and experience in Community Services, Community Development and/or Allied Health
- Broad understanding of relevant legislative requirements for working with communities across different community cohorts.
- An understanding of best practice programs and service responses to issues facing rural and remote communities.
- Event management experience.
- Skills in program development, delivery and evaluation.
- Ability to apply community participation processes.
- Ability to collect and collate data and prepare reports.

#### **MANAGEMENT SKILLS**

- Ability to implement OHS organisation requirements.
- Ability to achieve objectives within available resources and on time.
- Ability to implement all required administrative procedures relating to the area.
- Skills in managing time, setting priorities, planning and organizing own work.
- Ability to direct volunteers and contractors effectively and with an awareness of any risk mitigation processes that have been applied for an event or activity.

#### **INTERPERSONAL SKILLS**

- Establish and maintain positive working relationships and partnerships with other agencies, businesses and individuals within the community to support programs.
- Ability to gain co-operation and negotiate agreed outcomes with internal and external stakeholders and advocating where necessary.
- Ability to communicate to a variety of audiences in spoken and written forms.
- Ability to liaise, consult and network with a wide range of individuals and organisations.
- Ability to work tight timelines and respond quickly to changing circumstances.

## QUALIFICATIONS AND EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>– Tertiary qualifications in community services, community development, allied health or other relevant qualification.</li> <li>– Events and activities experience.</li> <li>– Demonstrated ability to produce accurate documents and service coordination.</li> <li>– Proven ability to be flexible and to work without constant supervision.</li> <li>– Work effectively and contribute to a team.</li> <li>– Current Driver’s license.</li> <li>– Current working with children check.</li> </ul>	<ul style="list-style-type: none"> <li>– Previous experience in Local Government would be an advantage.</li> <li>– Experience in one or more of the following:               <ul style="list-style-type: none"> <li>○ Disability, Access and Inclusion;</li> <li>○ Gender Equity;</li> <li>○ Health Promotion;</li> <li>○ Positive Ageing;</li> <li>○ Youth Development.</li> </ul> </li> </ul>

## INHERENT PHYSICAL REQUIREMENTS

<b>High</b>	<ul style="list-style-type: none"> <li>– Keyboard / mouse work</li> <li>– Extended periods of sitting</li> </ul>
<b>Medium</b>	<ul style="list-style-type: none"> <li>– The worker is subject to inside environmental conditions</li> <li>– The worker will be involved in the set up and pack down of a variety of events and activities</li> </ul>
<b>Low</b>	<ul style="list-style-type: none"> <li>– Working under pressure (e.g. constantly working to deadlines / conflict resolution)</li> </ul>

## KEY SELECTION CRITERIA

- Relevant tertiary qualification and experience.
- Broad knowledge of community issues and trends impacting rural and regional Victoria.
- Demonstrated ability to plan, deliver and monitor projects, programs and events.
- Demonstrated experience in developing and maintaining collaborative relationships.
- Well-developed communication skills including group facilitation, interpersonal, report writing, presentation and negotiation skills.
- Ability to work independently and in a team environment, across a number of work areas and subject to public scrutiny.