

Community Development Officer – Social Justice & Life Stages

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| Position Number: | 500140 |
| Directorate: | Advocacy and Communities |
| Department: | Life Stages |
| Reports to: | Coordinator Community Development & Youth Services |
| Classification: | Band 6 |
| Employment Status: | Permanent |
| Location: | Wallan Community Hub – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements. |
| Date created/amended: | June 2022 |
| Employee signature: | Date: / / |

About the Organisation

Mitchell Shire

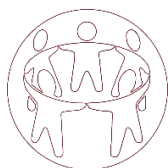
All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



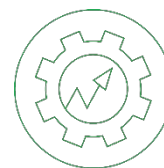
Respect



Customer Service
Excellence



Accountability

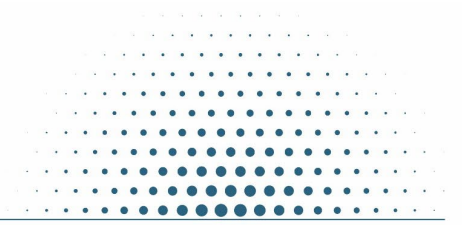


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



About the Role

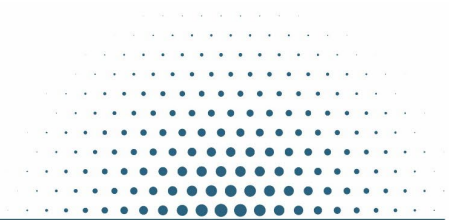
Objectives

- > To strengthen the community through a range of innovative, diverse, and professionally managed programs, projects, and services across the municipality.
- > Support the planning, development, implementation and evaluation of council's community development services and activities to enhance wellbeing, community resilience, safety, and social connectedness and cohesion.
- > Assist the Coordinator with the development of forward thinking, evidence based strategic planning documents that have a positive social impact across the organisation and the Mitchell Shire community, building capacity and resilience
- > Support the community engagement activities that shape key Council documents including the Community Plan and Council Plan
- > Support the implementation and actioning of strategic planning documents and social policy through community events and community engagement
- > Support the organisational implementation and response to community engagement, including the support, coaching and mentoring of internal and external community engagement champions
- > Develop positive relationships with all members of community across Mitchell Shire including youth, people who are ageing, people with a disability, people from Aboriginal and Torres Strait Islander backgrounds, people from culturally and linguistically diverse backgrounds and those that are gender diverse to ensure the diversity of needs is reflected in all organisational policy and decision making
- > Ensure Executive Management, Councillors and all Council departments are kept informed of the outcomes of community engagement and the changing needs, expectation and aspirations of the community so that this can be used in all policy and planning development and reviews, including social and infrastructure planning
- > Build effective relationships with internal and external stakeholders, through the course of complex problem-solving situations and negotiations in order to drive quality social outcomes
- > Work with the Manager and Coordinator to instil across the organisation a culture of partnerships and community in all programs and services that are offered by Mitchell Shire
- > To provide high level advice on the community needs, expectations, aspirations and social challenges that will face Mitchell Shire and provide evidence-based solutions
- > To be an advocate for all life stages across the community to promote long term connectiveness and engagement and to build community resilience
- > Instil a culture of social justice across the organisation and community to better support those who are marginalised and disadvantaged and to enhance wellbeing, community resilience, safety, and social connectedness and cohesion.
- > Organise and implement community activities, programs and events which foster social connectedness, create awareness and develop respect between groups, clubs, associations and individuals in the community.

Key Responsibility Areas

Social Justice & Life Stages

- > In partnership with internal and external stakeholders implement, monitor and report on the Life Stages Strategy 2019



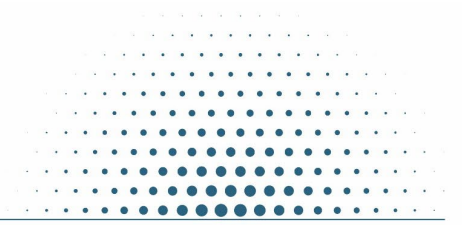
- > Plan and deliver community projects, events and programs that contribute to building resilience and capacity within Mitchell Shire, including the Victorian Seniors Festival, NAIDOC Week, International Day of People with a Disability and Harmony Day.
- > In partnership with internal and external stakeholders plan, deliver and evaluate projects, events and activities to support Positive Ageing and Disability including delivery of the Explore & Connect newsletter
- > In partnership with internal and external stakeholders plan, deliver and evaluate projects, events and activities to support Multicultural and First Nations communities including support for the Seymour Local Aboriginal Network
- > Delivery of projects, events and activities supporting equitable access to programs and services

Community Engagement

- > Implementation of the Community Engagement Framework (both internally and externally) to ensure that best practice engagement is achieved to assist with future planning within Council, including the training and support of both internal and external Community Engagement Champions and oversight of the Engaging Mitchell website
- > Support the development of and lead the delivery of a range of activities to support community leadership, governance and volunteering for community groups and organisations, including the Volunteer Policy and oversight of the Volunteering website.
- > Support the development of and lead the delivery of relevant community training programs for community groups, volunteers and organisations.
- > Support community, government and community service organisations to highlight service gaps within the local area and to advocate for increased supports and solutions to build resilience in the community, particularly in the areas of youth services and aged and disability services
- > Establish, maintain and enhance networks, working relationships and contacts with local and regional government departments, agencies and service providers to progress service planning, activities, and programs led by the Community Development team
- > Support a consistent approach to and develop resources for engagement with community groups and organisations aligned with the Mitchell Community Engagement Strategy
- > Assist in the planning, development and implementation of emergency management initiatives which increase community preparedness and resilience

Community Event Management and Engagement

- > Work in partnership with key stakeholders and community to organise and implement key community events throughout the calendar year that are aimed at building awareness, resilience, connectedness and social cohesion.
- > Ensure acknowledgement of key events and days of note including:
 - > Cultural Diversity Week
 - > Reconciliation Week
 - > Sorry Day
 - > Naidoc Week
 - > International Women's Day
 - > International Day of Persons with a Disability
 - > International Day Against Homophobia, Transphobia and Biphobia
 - > Youth Week
 - > Volunteers Week
 - > Seniors Week



Community Resilience and Capacity Building

- > In partnership with internal and external stakeholders develop, implement, monitor and review annual actions plans for assigned Mitchell strategies and plans, including the Council Plan, the Municipal Health and Wellbeing Plan, the Social Justice Framework and the Life Stages Plan
- > Develop and maintain knowledge of current services and infrastructure that assist the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- > Deliver training, education, grant and networking opportunities for community groups and organisations to build knowledge and capacity to promote community connectedness and resilience
- > Deliver and support community activities, programs and events which foster social connectedness, create awareness of issues and build relationships between groups, clubs, associations and individuals in the community
- > Develop and support internal and external relationships and partnerships with community groups, volunteer organisations, and neighbourhood houses, to improve community and social wellbeing
- > Assist in the development of initiatives and activities which encourage participation of residents from a range of socio-economic, cultural backgrounds and abilities in local groups, clubs and committees

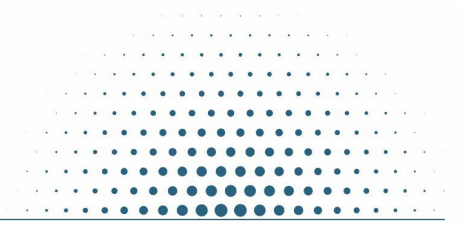
Service Planning and Development

- > Write submissions, grant applications and development projects based on identified community need that work to build knowledge and capacity to promote community connectedness and resilience
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- > Complete program evaluations and grant acquittals in accordance with accountability requirements
- > Work with other Community Development and across the organisation to assist in the development and evaluation of strategic plans, policies and action plans (including the Council Plan, the Municipal Health and Wellbeing Plan, the Social Justice Framework and the Life Stages Plan)
- > Investigate innovative models of service provision and identify priority initiatives for new funding and potential funding sources for identified community and community group needs.
- > Analyse data, policies and issues that have an impact on the development of community and prepare advice to internal and external stakeholders
- > Analyse service trends, client needs and opportunities and ensure the service introduces improvement strategies through service planning, community building, policy development and quality service delivery.

Community Governance

In partnership with the Community Development team:

- > Work with community organisations to support and develop their leadership and governance capabilities
- > Assist in the development and delivery of relevant community capacity building programs for community groups and organisations workshops, training programs, forums and events



Finance and Administrative Management

- > Under supervision from the Coordinator, Community Development and Youth Services, monitor and maintain relevant budgets for activities and funding grants, addressing variances as indicated.
- > Complete grant acquittals within a timely manner

Risk Management and Occupational Health and Safety

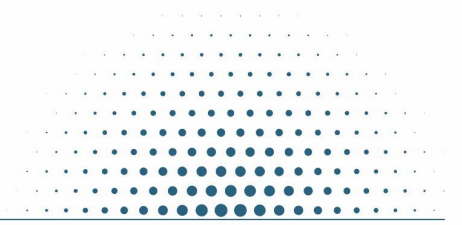
- > Comply with occupational health and safety legislation, risk management requirements and all Council policies and ensure these are incorporated into the planning of community events

Financial Management and Capital Support

- > Actively pursue grant and funding opportunities for council and the community which support innovative models of service provision.
- > Actively pursue capital works funding grants that meet the infrastructure requirements for future planning and growth
- > Project support of capital works for relevant community infrastructure

Other Duties

- > Responsibilities and duties included in this position description are subject to the multi- skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



About You

Key Selection Criteria

1. Tertiary qualifications in community or cultural development, community services or similar and substantial experience in these fields.
2. Proven experience in the following key areas:
 - > Community Development
 - > Community Services
 - > Community engagement and consultation practices
 - > Social policy and strategic framework development
 - > Event Management
3. Ability to develop and maintain effective relationships and a culture of collaboration with internal and external stakeholders, through complex situations and negotiations in order to drive high quality outcomes for the community
4. Effective interpersonal skills, incorporating a high level of verbal and written communication, problem solving and negotiation
5. Ability to manage key projects with varying stakeholders and competing priority needs

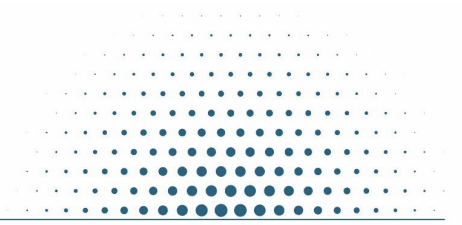
Qualifications and Experience

Essential

- > Tertiary qualifications in community development, community services or related field or substantial experience in the development of key strategic documents and policies
- > Experience in community engagement
- > Experience in event management and organisation
- > Demonstrated excellent communication and interpersonal skills with a commitment to customer service, including sound negotiation and conflict resolution skills and proven experience in dealing with a range of stakeholders
- > Experience in partnership development to meet community outcomes
- > Operational experience within a government, not-for-profit or public sector with a sound understanding of the appropriate social, political and legal frameworks. Current Drivers Licence
- > Current Working with Children's Check
- > Willingness to undertake a National Police Check

Desirable

- > Demonstrated experience in understanding and problem-solving social justice issues and working with diverse communities, specifically working with communities that are marginalised and disadvantaged



Position Requirements

Accountability and Extent of Authority

- > Accountable for developing the Arts, Culture and Heritage Strategy, including Public Art.
- > Accountable for the implementation of key strategic documents including the Life Stages Plan, Municipal Public Health and Wellbeing Plan (legislated document) and Community Engagement Framework and ongoing reporting and accountability requirements
- > Independently lead key community and stakeholder engagement process and projects
- > Participation in the development of the Council Plan and ongoing accountability reporting to ensure achievement of key objectives
- > This position is accountable to the Community Development and Youth Services Coordinator

Judgement and Decision Making

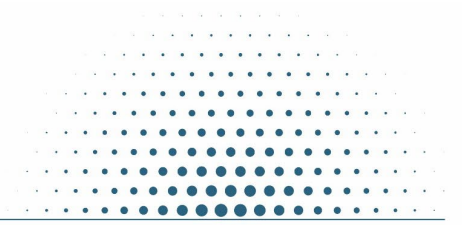
- > Exercise judgement and decision making in the oversight of the Social Justice Advisory Group that is the custodian of the Mitchell Shire Social Justice Framework and its impact on the diverse Mitchell Shire community
- > Exercise judgement and decision making in the oversight and implementation of the Municipal Public Health and Wellbeing Plan which is a legislated document, including annual reporting.
- > Use demonstrated experience and skills in the building and oversight of stakeholder engagement and partnerships enhancement including negotiation, problem solving, relationship management and advocacy skills
- > Ability to make decisions knowing that guidance and advice is usually available

Specialist Skills and Knowledge

- > A broad knowledge of community arts processes.
- > Qualifications in community development, community services or related field
- > Experience in the development of strategic social documents that impact the diversity of community across all age spectrums
- > Experience in community engagement methods
- > Knowledge of relevant government policy and the role of Local, State and Federal Governments in social planning (with specific knowledge of the Children, Youth and Families Act 2005, Disability Services Act 2006 and Public Health and Wellbeing Act 2008).
- > Ability to implement the Municipal Public Health and Wellbeing Plan which is a legislated document.
- > Ability to provide strategic insight and advice to the organisation from research activities
- > Understanding of this role and where it fits in line with the organisational goals and objectives

Management Skills

- > Ability to plan and prioritise tasks and meet objectives within agreed timelines
- > Ability to work proactively and independently as well as in a team
- > Well-developed problem-solving skills
- > Demonstrated ability to successfully plan and implement community focused programs and projects involving diverse stakeholders, involving diverse stakeholders both internally and externally
- > Ability to implement Equal Employment Opportunities and follow Occupational Health and Safety practices



Interpersonal Skills

- > Possession of well-developed organisational skills.
- > Ability to independently undertake and lead community engagement processes, identify stakeholder and community needs and expectations, decide appropriate actions and respond accordingly
- > Excellent communication skills including the ability to gain cooperation even when faced with difficult situations whilst presenting a positive Council image
- > Ability to work positively with different stakeholders including community, community groups, other Council departments, community service providers, local businesses, state and federal government departments, politicians and other local councils.
- > Clear understanding of privacy and confidentiality in local government and community context and the ability to practice this within the boundaries of the role
- > To live and role model the Mitchell Shire Values to the direct team and across the organisation
- > Excellent written and verbal communication skills including writing reports and briefings for Council, presenting to Councillors, community and stakeholders and completion of correspondence with community
- > Ability to work cross-collaboratively to ensure the best social outcomes for the Mitchell Shire community