



# Position Description

<b>Position Title</b>	Community Support Officer
<b>Position Number</b>	Various
<b>Division</b>	Community Strengthening
<b>Department</b>	Inclusive Communities
<b>Team</b>	Community Hub
<b>Position Status</b>	Part time
<b>Classification</b>	Band 5
<b>Position Reports to</b>	Community Strengthening Coordinator
<b>Position Supervises</b>	Nil
<b>Date Reviewed</b>	June 2024

## Position Objective

Council operated Community Centres and Hubs are multi-purpose facilities operated by the City of Kingston, providing opportunities for community groups and individuals to participate in learning, recreational activities and social gatherings, and gives access to co-located Services.

The incumbent will contribute to the establishment, monitoring and reporting of administrative and operational systems for Council community facilities to maximise their functionality and effectiveness.

The Community Support Officers will provide high level customer service and operation support to individual community members and groups, including the provision of sound advice, administrative assistance and support in accessing and utilising facilities within Kingston.

In line with Employee Work Locations clause 27.11 in Kingston City Council's Enterprise Agreement, you may be required to relocate to any one of Council's community hubs and other relevant community infrastructure.

At times you will be expected to work shifts based at any of Council's community hubs and other relevant community infrastructure. On Occasion you may arrive for a shift at your base centre and be asked to travel to one of our other Centres to support them for the day.

## Key Responsibilities

### 1. Customer Service and Administration

- Provide professional and friendly customer service to a diverse range of Community Members in line with Kingston Customer First commitment. This includes referring community members to various services provided across Council
- Oversee and support receptionist and administration staff, ensuring the delivery of excellent service to customers
- Support service providers, volunteers and Community Members with information and administrative assistance.
- Prepare correspondence to internal and external stakeholders, communicating with Community Groups to ensure they are receiving a high level of customer service when utilising Council facilities
- Troubleshoot difficulties and resolve complaints consistent with Kingston's Customer Service Charter
- Maintain accurate accounting records and monthly summary of income and expenditure

## **2. Community Centre Operations**

- Maintain a database detailing the community centre's programme schedules and hiring procedures.
- Ensure facilities are presented in a safe, open and inviting manner for community groups coordinating maintenance and OH&S issues, by liaising with appropriate departments
- Ensure established centre procedures are clearly communicated and followed by service providers and community users
- Manage hall and room bookings and process related paperwork, ensuring external hire complies with Council's guidelines
- Ensure incorporated Community Group agreements are current and adhered to, and that they offer a duty of care to all members
- Supervise space and equipment set ups as required by hire clients and advise on event plans, maintenance and OH&S issues.
- Support Community Hubs team with planning & delivery of events
- Participate in regular facility user group and general meetings as required.
- Undertake administrative and financial duties, including building maintenance requests.
- Oversee Administration Officer and Duty Officer's(s) duties.
- Ensure all new staff, service providers, community members and hirers are trained and inducted to facilities and programs according to Councils expectations and procedures.
- Support Team Leader and Coordinators in coordinating with contractors on-site performing both maintenance and/or building improvements

## **3. Relationships and Partnerships**

- Build and maintain effective working relationships or partnerships with Community Groups that include people from diverse cultural backgrounds and of all ages, Community organisations and relevant departments throughout Kingston
- Be a proactive member of the Community Hubs Team and contribute to team objectives and effectiveness.
- Work collaboratively across Council departments, with volunteers, community groups and other centre users to respond to community needs.

## **4. Continuous Improvement**

- Evaluate, monitor & report on the performance and attendance of programs run in Community Centre facilities, recommend changes to increase community participation
- Encourage and support Community Groups and organisations to evaluate their own activities and programs to facilitate their development and ongoing improvement

## **5. Promotion**

- Effectively promote and market Council's programs and activities within Council managed community centres and hubs by maximising use, especially by disadvantaged communities
- Support community groups to promote and programme their activities within Council's facilities
- Develop and produce promotional materials, utilise the My Community Life website, within the Communications Dept. guidelines in collaboration with the Communications team
- Contribute to promotion of the Community Centres e.g. production of Term programs, fliers and publicity for the Centre

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## Position Requirements

### 1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Support Coordinator with the allocation of resources and participate in budgetary processes as guided by program objectives and supervisor advice, including making expenditure recommendations for identified purchases and projects

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

- Providing high level customer service to community members in a professional and sensitive manner in line with organisational policy and legislative requirements
- Provide guidance and advice to receptionist and administrative staff, building capacity in service provision
- Facilitating the efficient and safe usage of Community Centres in line with established processes and guidelines
- Use initiative to make decisions with established guidelines and procedures, acting to support the performance of the Team Leader and Coordinators

### 2. Judgment and Decision Making

The incumbent is accountable for:

- Judgement is exercised within the framework of well-defined operational and budgetary guidelines, provision of relevant Acts, regulations, Codes and Council policies and procedures.
- The incumbent is expected to exercise discretion in relation to provision of services from the Centre, inquiries and requests, seeking direction from supervisors where necessary. The incumbent's decisions will affect the ability of other members of the Community Centre team to respond effectively to requests and enquiries. Guidance and advice are usually available within the time available to make a choice.
- The incumbent is expected to demonstrate an understanding of the Community Centre's practice and current issues within the organisation and is expected to respond empathetically to concerns and ensure matters are referred promptly to the appropriate member of the Community Centre team if required.
- Use problem solving skills to respond to the individual needs of each community group and organisation within set guidelines

### 3. Specialist Knowledge and Skills

- Understanding of matters related to working with community organisations and people from diverse backgrounds within the community
- Competent knowledge of relevant software programs and databases, e.g. Booking software, Local Government financial systems, Microsoft Office etc.
- Knowledge of organisational policies and corporate systems (i.e. CAMMS Strategy, TechOne, Pathway, SolvSafety, myCONNECT, desirable but not mandatory) and OH&S guidelines

### 4. Management Skills

The following management skills are required to be utilised:

- Ability to complete projects and activities as identified in the roles' strategic plan, in line with the overall objectives of the Community Hubs team and the Council Plan.

- The ability to organise and prioritise own work to achieve specific and set objectives in the most efficient way possible with resources available.
- Ability to train, support and supervise staff and volunteers in providing high level customer service to Community Members
- Ability to identify areas of continuous improvement in current administrative and operating procedures and recommend solutions
- Ability to anticipate, avoid & identify potential problems relating to the services and resolve problems

## 5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Demonstrated skills in building relationships, and high level communication and engaging with a diverse range of people, to achieve positive outcomes for the community
- Demonstrated high level verbal and written communication skills
- Provide consistent quality customer service, be courteous, polite and respectful with internal employees and members of the public.
- Ability to develop ongoing working relationships with internal and external stakeholders
- Communicate well to a client base of all ages and nationalities, using interpreter services where required.

## 6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Successful completion of post-secondary training/qualification such as Advanced Diploma Community Sector Management and/or experience through on-the-job training in providing administrative support
- Knowledge or experience or working in a community-oriented role desirable
- Knowledge or experience in working within local government is desirable

## Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

<b>Values and Behaviours</b>	<p>The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none"> <li>• We make a difference</li> <li>• We show care and respect</li> <li>• We take pride in our work</li> <li>• We are better together</li> </ul>
<b>Safe Workplace Actions</b>	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&amp;S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
<b>Policies and Procedures</b>	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
<b>Legislative Framework</b>	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>

<p><b>Equal Opportunity and Child Safe Standards</b></p>	<p>The City of Kingston is an equal opportunity and child safe employer.</p> <p>The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQ+ communities, culturally and linguistically diverse persons and persons with a disability.</p>
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### Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Hold and maintain a Working with Children Check
- Pre-employment health Declaration
- Driver’s Licence valid in Victoria is desirable

### Inherent Requirements

**Category B – Desk based / General administration role** - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form.

**Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.**

**Applicants should declare any requirements via the Health Declaration form.**

### Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.