

### Community Development Officer

<b>Position Number:</b>	500140
<b>Directorate:</b>	Advocacy and Community Services
<b>Department:</b>	Youth and Community Development
<b>Reports to:</b>	
<b>Classification:</b>	Band 5
<b>Employment Status:</b>	Permanent
<b>Location:</b>	<b>Civic Centre Broadford</b> – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
<b>Date created/amended:</b>	May 2018

## 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



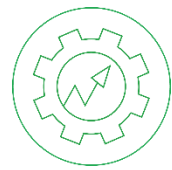
Respect



Customer Service  
Excellence



Accountability

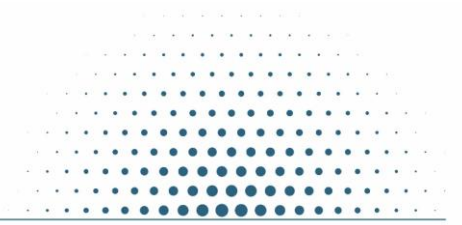


Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



## About the Role

### Objectives

- > Support the community in building resilience and capacity within the Mitchell Shire.
- > Support community activities, programs and events which foster social connectedness, create awareness and develop respect between groups, clubs, associations and individuals in the community.
- > Establish strong and effective partnerships with community groups, volunteers, service providers and other key stakeholders to develop responses to community issues and opportunities.
- > Support the development and implementation of strategies, policies and plans led by the Youth and Community Development team.
- > Lead community engagement activities and facilitate participation from harder-to-reach community/groups.

### Community Development Officer - Community Resilience

- > Lead and coordinate the Volunteering portfolio including facilitating Internal and external Volunteer Advisory Committee meetings, lead Volunteering events and support Volunteers in Mitchell Shire
- > Plan and deliver community events that contribute to building resilience and capacity within Mitchell Shire.
- > In partnership with internal and external stakeholders implement, monitor and review the Positive Ageing component of the Life Stages Plan
- > Lead and coordinate the continued delivery of the Age Friendly Communities project including supporting the Positive Ageing Ambassadors
- > Support the Neighbourhood houses, men's sheds, and senior groups to deliver community development activities and programs

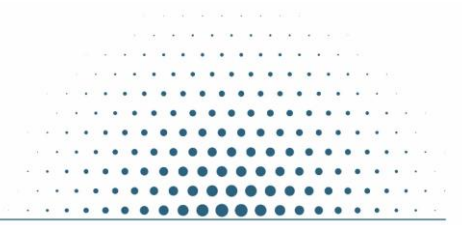
## Key Responsibility Areas

### Community Engagement

- Collaborate with internal stakeholders to plan and implement community engagement and partnership activities which build knowledge and capacity to promote community connectedness and resilience
- 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 Youth and 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

### 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
- 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



- Coordinate and deliver training, education, grant and networking opportunities for community groups and organisations
- 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
- Work with other Youth and Community Development team members to assist in the development and evaluation of strategic plans, policies and action plans
- 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

### **Community Governance**

In partnership with the Youth and Community Development team:

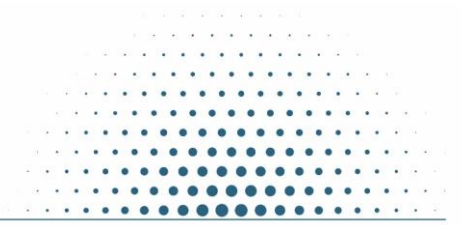
- Work with community organisations to support and develop their leadership and governance capabilities
- Assist in the development and delivery of relevant community capacity building programs for community groups and organisations

### **Finance and Administrative Management**

- Under supervision from the Youth and Community Development Coordinator, monitor and maintain relevant budgets for activities, addressing variances as indicated.

### **Risk Management and Occupational Health and Safety**

- Comply with occupational health and safety legislation, risk management requirements and all Council policies.



## About You

### **Key Selection Criteria**

1. Tertiary qualification and demonstrated experience in Community Development, Social Policy, or related discipline
2. Demonstrated experience in developing relationships with community members and groups to deliver improved community outcomes
3. Ability to negotiate effectively with people from a range of social and cultural backgrounds, such as volunteers, older people, culturally and linguistically diverse, Aboriginal and/or Torres Strait Islanders, and people with disabilities
4. Experience and demonstrated ability in the design, implementation and evaluation of community-based project work
5. Highly developed written and verbal communication skills
6. Experience and knowledge of contemporary community engagement techniques.
7. Experience in planning and delivery of community events

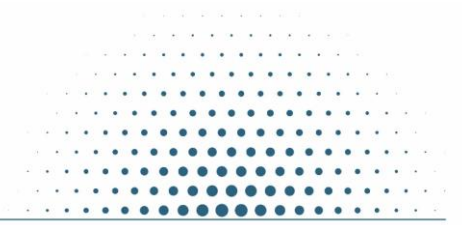
### **Qualifications and Experience**

#### **Essential**

- > Tertiary qualification and demonstrated experience in Community Development, Social Policy, or related discipline
- > Demonstrated experience in developing relationships with community members and groups to deliver improved community outcomes
- > Ability to negotiate effectively with people from a range of social and cultural backgrounds, such as volunteers, older people, culturally and linguistically diverse, Aboriginal and/or Torres Strait Islanders, and people with disabilities
- > Experience and demonstrated ability in the design, implementation and evaluation of community-based project work
- > Highly developed written and verbal communication skills
- > Experience and knowledge of contemporary community engagement techniques.
- > Experience in planning and delivery of community events
- > Willingness to undertake National Police Check
- > Valid Victorian Drivers Licence
- > Ability to work outside office hours and weekends when required
- > Valid Working with Children Check (WWC)

#### **Desirable**

- > Experience and understanding of the sensitive nature of working for Local Government.



## Position Requirements

### **Accountability and Extent of Authority**

- > Accountable to the Youth and Community Development Coordinator for the performance of the key responsibilities outlined in the Position Description.
- > Responsible for ensuring that all requirements for OH&S, EEO and other legislative and regulatory responsibilities are observed.

### **Judgement and Decision Making**

- > Be able to promptly respond to changing circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the delivery of community development activities.
- > Be able to apply a flexible approach to working with community groups, organisations and individuals.
- > Guidance and advice in the position will be provided by the Youth and Community Development Coordinator as needed.

### **Specialist Skills and Knowledge**

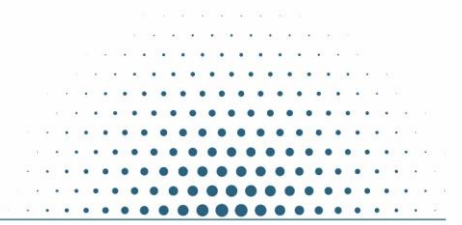
- > Sound knowledge and understanding of the principles of community development and ability to put them into practice.
- > Understanding of policies, good practice and issues relating to:-
  - Accessibility and disability;
  - Linguistic and cultural diversity;
  - Indigenous Australians;
  - Other inclusion, access and diversity needs and issues
- > Understanding of the IAP2 Spectrum and contemporary community engagement practices
- > Experience and demonstrated skills in the design and implementation of community based project work and evaluation
- > Demonstrated ability in developing a broad range of community networks

### **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 and negotiation skills
- > Demonstrated ability to successfully plan and implement community focused programs and projects involving diverse stakeholders
- > Demonstrated understanding of the principles of Equal Employment Opportunities and follow Occupational Health and Safety practices

### **Interpersonal Skills**

- > Highly developed verbal and written communication skills
- > Ability to communicate and negotiate effectively with people from a wide range of social and cultural backgrounds
- > Ability to engage with members of the public, other staff and organisations about human rights and social wellbeing issues and to facilitate partnerships to address identified issues



## Appendix A - Conditions of Employment and Responsibilities

### **Agreements, Legislations and Awards**

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2015
- > National Training Wage Award 2000

### **Asset Management**

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### **Charter of Human Rights Compliance**

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

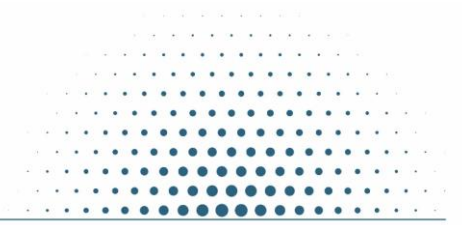
- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **Child Safe Standards**

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies





### Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

### Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



### Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

#### Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

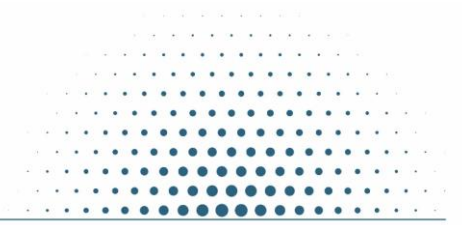
### Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.





Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

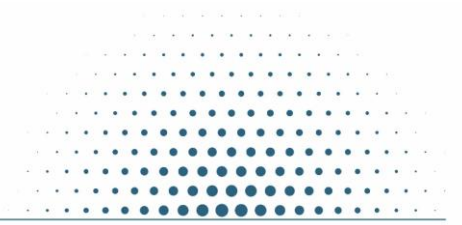
### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.