



Advocacy, Social Policy and Partnerships Coordinator

Position Number: 500467

Directorate: Advocacy and Community Services

Department: Community Strengthening

Reports to: Manager Community Strengthening

Classification: Band 8

Employment Status: Permanent

Location: **Civic Centre Broadford** – 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 2018

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



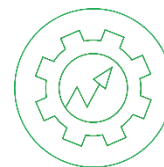
Respect



Customer Service
Excellence



Accountability

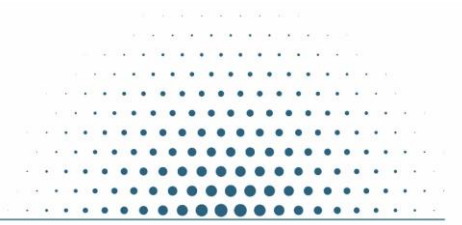


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

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



About the Role

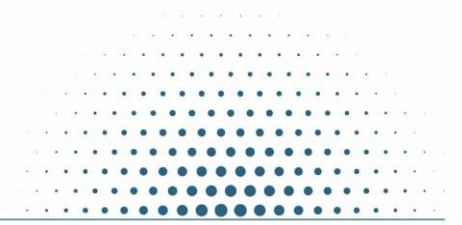
Objectives

- To lead the development of forward thinking, evidence based social policies that will have a positive impact on the Mitchell Shire community, building capacity and resilience
- To work with Councillors, Council departments and the community to develop the key advocacy priorities for the Shire and work with key stakeholders to lobby to funding bodies, local politicians and Ministers
- To lead the research on Mitchell Shire and its future directions and growth needs and ensure that all Council departments are consistent in their sharing of information regarding the demographics and future growth predictions to all key stakeholders and community.
- To ensure that Councillors are kept informed of the changing needs and demographics of Mitchell Shire and how Council will meet the future challenges through services, programs, planning and infrastructure.
- To lead the development and implementation of the legislated Municipal Public Health and Wellbeing Plan including all reporting and accountability requirements.
- To assist in the development, promotion and community awareness of, and participation in, the development of strategic plans that advance Council's objectives for the development of Mitchell Shire.
- To provide high level advice on the future growth predications and social challenges that will face Mitchell Shire and provide evidence based solutions
- To build effective relationships with internal and external stakeholders, through the course of complex problem solving situations and negotiations to drive quality social policy and planning solutions
- Lead across the organisation a culture of partnerships and social planning in all programs and services that are offered by Mitchell Shire
- Create and encourage an environment that allows team members to acquire new skills, identify and develop new ideas and which ensures commitment to community, organisational and program goals

Key Responsibility Areas

Leadership & Management

- > Provide strategic leadership and direction in the ongoing development, implementation and review of strategies, social policies and planning.
- > Provide strategic leadership in advocacy and research ensuring consistent priorities and information across the organisation that is used in all external communications
- > Lead annual planning sessions across the Advocacy, Social Policy and Partnerships team, including the completion of an annual business plan that operates in line with the Council Plan and key strategic research and advocacy documents and frameworks.
- > Work in partnership across organisational departments to ensure that advocacy and social planning is incorporated as best practice in all projects and program delivery
- > Lead and co-ordinate key projects, evidence-based practice and research
- > Seek funding opportunities that support Council's vision and align to strategic objectives.
- > Provide coaching, mentoring and support to a team of key professional staff



Advocacy

- > Work with Councillors and community to ensure that their needs are accurately reflected in the development of the key advocacy priorities for Mitchell Shire
- > Lead the development of the Mitchell Shire advocacy priorities and key documentation including fact sheets and business cases.
- > Work with key stakeholders to lobby and advocate to funding bodies, local politicians and Ministers on the priority needs of Mitchell Shire
- > Ensure that advocacy and the identified priorities are embedded across the organisation and communicated and advocated by staff at all levels of Council

Social Policy and Planning

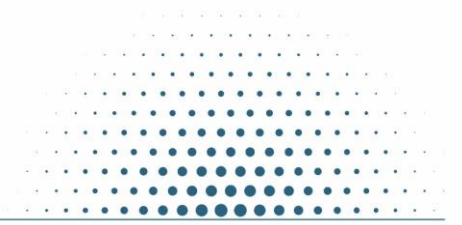
- > Develop and implement the legislated Municipal Public Health and Wellbeing Plan, including annual action planning and internal and external accountabilities and reporting
- > Oversee the review of the Integrated Community Services Infrastructure Plan (ICSIP) and its ongoing implementation across all service and infrastructure planning.
- > Develop and implement key policies that support positive social outcomes, including the areas of gambling, social housing and family violence
- > Plan, monitor and report achievements against strategies and demonstrate evidence based community outcomes
- > Lead the planning for future growth initiatives particularly in the areas of health, social services and liveability to build resilient communities.
- > Lead and 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
- > Work across all Council departments to ensure that social planning is incorporated into all programs and services and that community outcomes are a key performance indicator in all areas

Research

- > Lead key research projects that provide a consistent organisational approach to all communications regarding Mitchell Shire and its future growth
- > Lead the collation of information regarding key demographics, health and social issues and other Council priorities for the organisation.
- > Identify and respond to emerging trends, by collecting and analysing data and information, and developing policies and strategies and recommendations for council and executive consideration.
- > Work with all Council departments to ensure the consistent sharing of information regarding the current and future demographics and needs of Mitchell Shire.

Partnerships

- > Build, strengthen and promote effective, co-operative and positive partnerships and relationships with community, government departments and community service providers to inform the delivery of research, advocacy, partnerships and social policy in all programs, activities and events and ensure an integrated approach to all planning and service provision.



- > Lead the development, implementation and ongoing monitoring of integrated service hubs with partnership organisations to ensure they are meeting the unique needs of each community, contributing to the liveability and resilience of communities.
- > Work in partnership with all Council departments to ensure the consistent provision of current and future social and demographic information and to ensure that community outcomes are a key performance indicator for all program and service areas

Human Resources

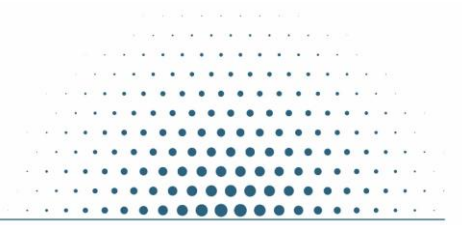
- > Maintain required staff numbers and undertake recruitment of staff
- > Lead, develop and coach all team members, ensuring staff are performing effectively within their roles and boundaries of professional skills and competence
- > Ensure appropriate professional development and continuing education is available to and undertaken by staff
- > Work in partnership with staff to develop, review and update performance development plans to reflect staff achievements, goals and adherence to organisational values.
- > Have courageous conversations with staff as required and in line with advice from People and Culture which may include development of a performance improvement plan or implementation of the performance management process.
- > Ensure that a healthy and safe working environment is provided to all staff (OH&S and Infection Control) and compliance with all OH&S policies.
- > Ensure currency and adherence to human resource and Mitchell specific policies and procedures.

Financial Management and Capital Support

- > Actively pursue grant and funding opportunities for council and the community which support innovative projects that build capacity and resilience within communities.
- > Develop the annual budget and ensure the use of resources is aligned with activity, including quarterly forecast reviews

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

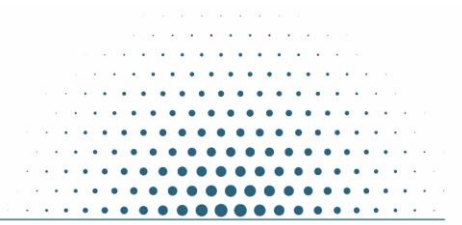
Key Selection Criteria

- > Tertiary qualifications in social policy, planning, human services, research or related field, senior employment experience in research and/or policy development or social planning and a minimum five (5) years of experience in the management of the social policy, planning and /or research area
- > Proven experience in the following key areas:
 - Social policy development
 - Social planning and understanding of the needs of growth areas
 - Understanding of research practices and data analysis
 - Development of key strategic documents
- > Proven ability to develop and maintain effective relationships and a culture of collaboration with internal and external stakeholders, through complex situations and negotiations to drive high quality social planning outcomes for the community
- > Effective interpersonal skills, incorporating a high level of verbal and written communication, problem solving and negotiation
- > Effective skills in negotiating with key stakeholders at a strategic level including senior government bureaucrats, senior leaders in non-for-profit organisations, local politicians and government Ministers
- > Leaderships capacity to manage, mentor, coach and motivate staff and to lead change with the team to progress the great organisational vision
- > Proven ability to manage key projects with varying stakeholders and competing priority needs

Qualifications and Experience

Essential

- > Tertiary qualifications in social policy, planning, human services, research or related field
- > Proven experience in the development of social policies and key strategic documents
- > Proven experience in project management, including managing the competing priorities of key stakeholders
- > Proven experience in community engagement
- > 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
- > Demonstrated understanding and experience with research and data analysis techniques and the interpretation of these for policy and planning purposes
- > Proven experience in partnership development to meet community outcomes
- > Proven ability to organise, prioritise and monitor programs and budgets
- > Ability to manage and develop a team and its continuing evolution in the context of broader organisational change
- > Proven experience with Local Government or similar experience in public sector or not-for-profit sectors with a sound understanding of the social, political and legal frameworks in which Local Government operates.
- > Current Drivers Licence
- > Current Working with Children's Check
- > Willingness to undertake a National Police Check



Position Requirements

Accountability and Extent of Authority

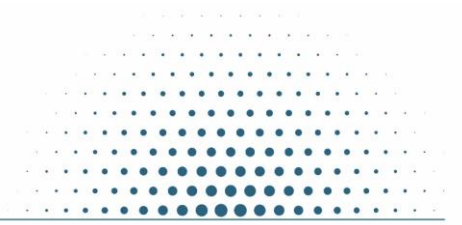
- > Accountable for the provision of accurate social and demographic research and data on Mitchell Shire now and into the future that is shared across the organisation and the wider community
- > Accountable for the development of the legislated Municipal Public Health and Wellbeing Plan and ongoing reporting and accountability requirements
- > Accountable for the development and ongoing review of the Mitchell Shire Advocacy Priorities and associated business cases and fact sheets
- > Accountable for the development of all social policies that will have an impact on the capacity and resilience of the Mitchell Shire community now and into the future
- > Accountability for the timely provision of strategic advice regarding social issues impacting Mitchell Shire to the Executive Leadership Team, Councillors and key community stakeholders
- > Responsible for the efficient use and management of the allocated operational budget
- > This position is accountable to the Manager, Community Strengthening and accountable for a team of research and partnership professionals
- > Accountable for the team outputs

Judgement and Decision Making

- > Ability to research and analyse data and provide appropriate strategic recommendations and advice to the Executive Management team, Councillors and community stakeholders
- > Exercise highly developed professional and analytical skills in the assessment and prioritisation of research and social planning requirements across Mitchell Shire
- > Ability to develop key partnerships and exercise professional knowledge and experience in the allocation of resources and supports to integrated service hubs
- > Make operational decisions and exercise problem solving and budgeting skills in respect to the allocation of resources and personal and team time management
- > Use demonstrated experience and skills in the management of staffing teams including support, coaching mentoring, including implementation of the performance management process as required
- > 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

Specialist Skills and Knowledge

- > Tertiary qualifications in social policy, planning, human services, research or related field
- > Experience in the development of social policy and provision of social planning recommendations and advice to Council and key stakeholders
- > Experience in the development of key strategic documents and frameworks
- > Demonstrated understanding and experience in statistical analysis, research methods and ability to appraise information
- > Knowledge of relevant government policy and the role of Local, State and Federal Governments in social planning (with specific knowledge of the Public Health and Wellbeing Act 2008)
- > Demonstrated finance management skills and budget management experience



Management Skills

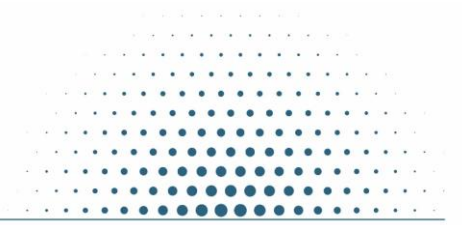
- > High level skills in managing time and setting priorities to achieve a broad range of outcomes within broad parameters and with little day to day direction
- > Proven experience in the mentoring, coaching and support of staff including the ability to motivate colleagues and actively engage in a leadership role within the team
- > Ability to lead and manage a team of professional staff to achieve the objectives of the area and to work cross-collaboratively with all Council departments to get a whole of organisation approach to social outcomes for the Mitchell Shire community
- > Recruit, support and appraise staff in accordance with the organisational policies and procedures
- > Demonstrated experience to work autonomously and to set and achieve goals and objectives
- > Ability to effectively represent Council's interest in negotiations, meetings and daily duties without supervision from senior staff
- > Demonstrated ability to lead a project team that includes internal and external stakeholders to achieve a desired outcome for the Mitchell Shire community
- > Understanding of financial management, the organisation's long-term goals and the legal and political context in which the organisation operates

Interpersonal Skills

- > Ability to undertake community engagement processes, identify stakeholder and community needs and expectations, decide appropriate actions and respond accordingly
- > Excellent communication skills including the ability to negotiate and deal 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.
- > Ability to lead, coach, mentor and support staff within the team
- > 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
- > 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

Customer Service

- > In accordance with Council's Customer Service Charter and 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 that all staff provide high quality customer focused service always.
- > Ensure that all Service Units achieve excellence in service delivery and present a positive image for Council.
- > Maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities.
- > Ensure that all staff provide service in accordance with Council's Customer Service standards.



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 6 2014-2017
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > 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

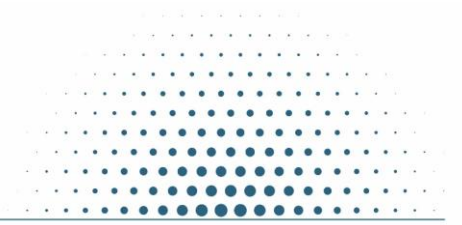
Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > 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.

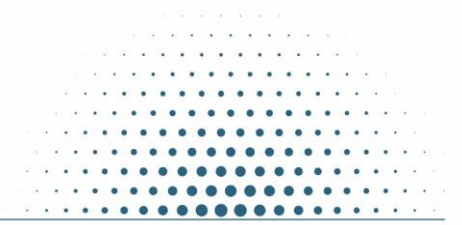
Customer Service

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 can 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 can 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 10th 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.

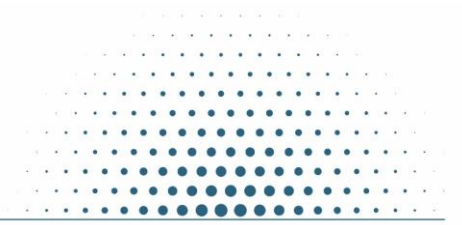
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

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).

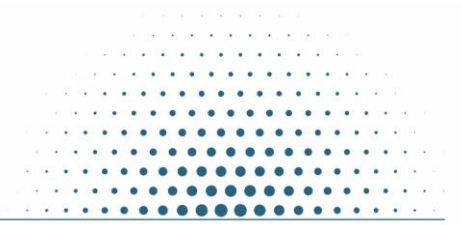
Payroll

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. 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.