

## Public Space Liaison Officer

### Position Description

<b>Division</b>	Public Space Liaison Officer	<b>Department</b>	Community Services, Sport and Recreation
<b>Reports To</b>	Team Leader - Community Development	<b>Direct Reports</b>	No

### Position Purpose

This position will work with a diverse range of stakeholders to facilitate collaborative responses that connect people experiencing homelessness with support services and manage the impact of homelessness on communities and Council-controlled public spaces.

### Responsibilities & Outcomes

As a Public Space Liaison Officer you will:

- Using established referral pathways, connect people experiencing homelessness located on Council-controlled land with housing and homelessness support services.
- Develop and implement community education and capacity building initiatives that promote the responsible and shared use of public spaces, in accordance with Council's Local Laws.
- Proactively respond to emergent issues involving people experiencing homelessness in public spaces, facilitating the involvement of relevant internal and external stakeholders as required.
- Using a trauma informed approach, build trust and engagement with people experiencing homelessness and involve them in developing solutions to problems and issues that involve or impact upon them.
- Participate in community-led interagency networks, case coordination meetings and projects that progress shared Council and community objectives.
- Collect and document quantitative and qualitative information regarding homelessness issues, trends and hotspots.
- Represent Council in a professional manner through high quality customer service, responding in a timely manner to enquiries, complaints, concerns and requests for specialist advice and assistance from internal and external stakeholders.

### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours in this role.

**SERVICE**
**TEAMWORK**
**INTEGRITY**
**RESPECT**
**SUSTAINABILITY**

### Decision Making

Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register.

## **Knowledge & Experience**

- High level of interpersonal skills, including consultation, negotiation, and conflict resolution, and the ability to adjust communication styles to suit different audiences.
- High level of self-awareness and ability to maintain a calm and professional approach when engaging with people that may feel aggrieved, become aggressive, and/or be experiencing mental and physical health concerns.
- Strong analytical and problem-solving skills with a demonstrated ability to respond to crisis situations.
- Ability to maintain quality data and produce written documentation and reporting.
- Experience in building and maintaining positive relationships with diverse stakeholders including Government Departments, community services, businesses, residents, and people experiencing homelessness.
- Experience working in a fast-paced team environment with competing priorities.

## **Qualifications**

- Relevant tertiary qualification and/or substantial experience in social work, community services, or mental health.
- Current "C" Class Driver's Licence.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*