**POSITION DESCRIPTION**

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| **POSITION TITLE:** | | Social Research and Projects Officer | | | | |  |
| **POSITION NO:** | | 703153 | **CLASSIFICATION:** | | | Band 6 |  |
| **DIVISION:** | | Community Wellbeing | | | | |  |
| **BRANCH:** | | Social Strategy and Community Development | | | | |  |
| **REPORTS TO:** | | Senior Coordinator Social Strategy | | | | |  |
| **POLICE**  **CHECK**  **REQUIRED:** | Yes | **WORKING WITH**  **CHILDREN CHECK REQUIRED:** | | No | **PRE-**  **EMPLOYMENT**  **MEDICAL**  **REQUIRED:** | | No |

*Yarra City Council is committed to being a* [*child safe organisation*](https://www.yarracity.vic.gov.au/services/family-and-children/support-for-families#accordion-child-safe-standards) *and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

# POSITION OBJECTIVES

* Contribute to the consultation and research capacity of the organisation through the research, collection, analysis and presentation of social, health and other data.
* Undertake primary and secondary research that increases the organisation’s understanding of community issues and needs and which includes thorough collation and analysis of data on population, health and wellbeing, spatial analysis through geographic information systems, and providing survey research support.
* Provide consultation, research and data analysis support to high-level community engagement projects, as directed.
* Provide high quality, efficient and timely project management, as required.
* Respond efficiently to social and community issues by providing objective and evidence- based advice, and promoting collaborative, community responses, as directed.
* Deliver responsive primary and secondary research support across the organisation, as required.
* Contribute to the development, implementation and review of strategies and policies to promote and support population health and wellbeing.
* Succinctly present research and data analysis findings and evidence-based information to a variety of audiences, including applying skills in critical data analysis.

# ORGANISATIONAL CONTEXT

The City of Yarra is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City’s physical and social environment and building the population and business base.

Yarra City Council has a proud history in advocacy, social planning and community development. Yarra is a rich and diverse municipality both in terms of its population and its dense network of community based agencies.

**Community Wellbeing Division**

The Community Wellbeing division promotes and enhances community well-being through funding programs, service provision and community partnerships.​

Services include: maternal and child health, family support, youth services, aged and disability services, arts and cultural development, library services, family and children's services, social policy and venues and events.

Community Wellbeing is committed to achieving the organisational goals outlined in the Council Plan. Works to improve community wellbeing as well as to increase resident participation in public life through five broad approaches:

1. Understanding local issues and opportunities
2. Developing and implementing key plans and strategies
3. Partnerships and projects
4. Advocacy and lobbying from a rights based approach
5. Supporting and enhancing community participation.

The Social Research and Projects Officer will be part of **Social Strategy and Community Development Branch** inthe **Community Wellbeing Division**

The **Social Strategy and Community Development Branch** focuses on the development of responsive social strategy, planning and research with an emphasis on community development, encouraging community connections and growth in community capacity.

The branch responds to social and community issues through partnerships and planning. This means identifying local issues through research and consultation, bringing together and leading local stakeholders, lobbying and advocating to other agencies and levels of government and supporting the delivery of local services that promote community health and wellbeing.

1. *Social Strategy*: Respond to social issues in the municipality and address local community needs for Council by delivering social research services and providing objective and evidence-based policy advice. Fostering partnerships with other agencies, levels of government and community organisations and delivering strategies such as the Municipal Public Health and Wellbeing Plans (including Community Safety), Gambling Policy, Licensed Premises Policy, Yarra Pricing Policy, and Social and Affordable Housing Strategy and Homelessness Strategy.
2. *Community Development:* Help create an environment where community-led solutions to social issues can be developed, promoted and implemented by Council through policies, strategies and programs, recognising that community involvement in identifying and addressing local matters is key to policy success. In collaboration with local community organisations, groups and others, deliver key programs and strategies such as the Community Grants Program, Neighbourhood Houses and Learning Centres Network, Volunteering Strategy, Multicultural Partnerships Plan (Multicultural Advisory Group, Yarra Settlement Forum Yarra and Interfaith Network) and Community Strengthening Policy Framework.

# ORGANISATIONAL RELATIONSHIPS

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| --- | --- |
| Position Reports to: | Senior Coordinator Social Strategy |
| Internal Relationships: | The Officer will work with staff at all levels of the organisation. |
| External Relationships: | The incumbent will liaise with staff at all levels within the  organisation including Councillors, Chief Executive Officer, Directors, Managers and other Council staff, as  required. |
| Project Management: | The Officer will be allocated portfolio responsibility for particular areas of work. The Officer will be required to take lead responsibility for their portfolio areas and to proactively establish and coordinate internal *I* external project teams to progress these projects. |

# KEY RESPONSIBILITY AREAS AND DUTIES

* Design qualitative and quantitative social research tools including surveys for the branch and other internal stakeholders on a variety of subject matter in a timely manner.
* Prepare, manipulate, and manage spreadsheets/databases and produce tables, graphs, fact sheets, presentations and written technical reports which concisely summarise research results.
* Support staff in understanding and using the results of consultation and research.
* Provide key consultation and research support, as directed.
* Develop project briefs, undertake procurement processes and manage relationships with contractors and suppliers, as directed.
* Maintain and promote knowledge and understanding of current and emerging primary and secondary research methods, data sources and social trends affecting local governments and local communities within the branch and organisation.
* Contribute data support to the development of strategies across the organisation that will enhance the capacity of Council to deliver efficient and effective services to the community.
* Positively participate in a dynamic work environment which encourages a team- based approach to projects.
* Other duties as required.

# JUDGEMENT AND DECISION MAKING

* The objective of the position and the responsibilities are well defined.
* Guidance and advice would usually be available within the time required to make a decision.
* Judgement is required in relation to choosing the most appropriate method, process and resources from available alternatives to complete the given tasks.
* The incumbent will uphold the values of the organisation and will actively role model these values internally and externally.
* Matters of a sensitive nature should be brought to the attention of the Senior Coordinator Social Strategy.

# ACCOUNTABILITY AND EXTENT OF AUTHORITY

* The position is directly accountable to the Senior Coordinator Social Strategy with regard to their portfolio responsibilities outlined in this Position Description.
* The authority to act is governed by clear objectives, budgetary constraints, statutory requirements and regular prior consultation with the Senior Coordinator Social Strategy.
* The authority to act in the provision of specialist advice to the public is subject to clear guidelines and prior consultation with the Senior Coordinator Social Strategy.
* The position is required to report regularly to the Senior Coordinator Social Strategy to ensure consistency with the Branch’s objectives.

***Safety & Risk***

* Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
* Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
* Conduct on-site safety and risk training and inductions.
* Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
* Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.

***Sustainability***

* Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
* Protecting the Future
* Protecting the Environment
* Economic Viability
* Continuous Improvement
* Social Equity
* Cultural Vitality
* Community Development
* Integrated Approach

**Yarra Values**

* Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  + Accountability
  + Respect
  + Courage

# KEY COMPETENCIES

**SPECIALIST KNOWLEDGE AND SKILLS:**

# Experience:

* Ability to design and deliver social research and analysis under direction including the planning, design, implementation and evaluation of social research tools, including online surveys
* Transformation of data and other intelligence into accessible and meaningful findings
* Managing and analysing consultation and research data
* Database management for research and consultation data, particularly experience using SPSS statistical software package
* Undertaking demographic analysis
* Project management

**Management skills:**

* Skills in managing time, multiple responsibilities, setting priorities, planning and organising one's own work
* Ability to work independently and in a team
* Ability to liaise and work effectively across Council and with external groups
* Capable of managing contractors and suppliers for specific programs and projects

## **Interpersonal Skills:**

* Well-developed oral communication skills, including the ability to present to a range of audiences
* Strong written communication skills, including technical reports and turning data into meaningful and comprehendible information
* Ability to gain co-operation and assistance from Council officers and external stakeholders
* Ability to solve problems through discussion, negotiation, teamwork and creativity

## **QUALIFICATIONS AND EXPERIENCE**

* Tertiary qualifications in social sciences or equivalent
* Previous experience working in a role that involved community consultation and research in a local government or comparable work setting

## **KEY SELECTION CRITERIA**

* + 1. Demonstrated experience in local government or comparable work setting.
    2. Proven experience in project management.
    3. Demonstrated highly developed oral and written communication skills particularly transferring data into accessible reports of different formats, for a variety of audiences.
    4. Proven experience undertaking primary and secondary research.
    5. Demonstrated experience in data management and analysis, particularly SPSS.
    6. Proven experience in large-scale community consultation and/or social research projects.