

POSITION DESCRIPTION



Title:	Inclusive Communities Officer
Position Number:	BU08
Classification:	Band 5
Directorate:	Healthy Communities and Liveability
Department:	Community Wellbeing
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator – Diverse Communities
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Manager Community Wellbeing ▪ Director Healthy Communities and Liveability ▪ Chief Executive Officer ▪ Executive Leadership Team ▪ Responsible Managers ▪ All Staff
Primary External Relationships:	▪ Diverse communities, their allies and partner/support agencies ▪ Funding bodies ▪ Government Departments and Agencies ▪ Contractors ▪ Industry Associations ▪ Consultants

POSITION OBJECTIVES

The purpose of this position is to support the delivery of Council's strategic priorities by strengthening inclusion, equity and participation across the community.

The role leads and supports inclusive engagement, partnerships and initiatives that improve access, representation and participation in Council services, programs and decision-making, particularly for under-represented and diverse communities.

Through this work, the position contributes to stronger social cohesion, community connectedness and improved wellbeing outcomes by ensuring community voice informs Council planning and service delivery.

KEY SELECTION CRITERIA

- Tertiary qualifications and/or demonstrated skills and experience in Community Development, Social Work, Education, or related discipline.
- Demonstrated knowledge and experience working with diverse communities and stakeholders on community development projects.
- Experience in managing multiple projects including research and planning, time management, budgeting, reporting and evaluation.
- Experience in maintaining and facilitating effective partnerships with stakeholders.
- High level skills in administration, writing, time management and communication.

KEY RESPONSIBILITY AREAS

- Work collaboratively with internal and external stakeholders to support the implementation of Council's strategic priorities to strengthen inclusion, equity and participation across community.
- Lead and support the delivery of programs and initiatives that improve access, representation and participation of under-represented and diverse groups, including (but not limited to) multicultural, LGBTIQA+, people with disability, seniors, youth and First Nations communities.
- Plan, deliver and evaluate projects and initiatives to ensure they are evidence-informed, aligned to strategic priorities, delivered within time and budget, and are effectively monitored, evaluated and reported, with a focus on continuous improvement.
- Identify funding opportunities aligned to Council priorities, and ensure compliance with funding agreements, reporting and acquittal requirements.
- Build and maintain effective relationships with community members, service providers, government agencies and education partners to support coordinated and responsive outcomes.
- Work across Council departments to ensure community perspectives and lived experience inform planning, policy development and service delivery.
- Support internal staff to build capacity in inclusive engagement and equitable service delivery through advice, resources and collaboration.
- Support clear and accessible communications that promote opportunities, improve reach and strengthen community engagement with Council services and programs.
- Identify emerging community needs, trends and opportunities to inform responsive and innovative approaches to service delivery.
- Contribute to the implementation and monitoring of relevant strategies and action plans, including the preparation of professional reports.
- Ensure resources, including project budgets, are managed effectively, responsibly and in line with organisational requirements.
- Provide administration and coordination support to Council led and community committees, as required.
- Contribute to a positive organisational culture that values collaboration, inclusion, information sharing and continuous improvement.
- Actively contribute as a member of the Community Wellbeing Department, working collaboratively to achieve outcomes.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Maintaining and encouraging a positive public image of Council and the services it provides within the community at all times. All contacts with internal and external stakeholders must be courteous, prompt and helpful.
- Maintaining appropriate levels of confidentiality within the parameters of legal requirements and the best interests of the health and safety of young people.
- Ensuring appropriate risk and Occupational Health and Safety assessments have been completed for all required tasks of the role.
- Ensuring all activities fall within budget projections.
- Providing regular updates and reports as requested by the Coordinator Diverse Communities, Team Leader Diversity, Manager Community Wellbeing, Director Healthy Communities and Liveability and/or Chief Executive Officer.

This position has the authority to:

- Undertake the tasks and responsibilities of the role within the scope of relevant legislation, statutory requirements, assigned delegations and Council policies and procedures.

Judgement and Decision Making

- Proactively make decisions regarding the use of resources and take action on issues that are within the scope of the position.
- Ability to use experience and knowledge to resolve problems as they arise, advising management about issues which need specialist attention.
- The selection of work practices appropriate and relevant to the job.
- Safe working practices and procedures.
- Guidance and advice are usually available in time to make a decision.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- Knowledge of the current issues affecting diverse communities at a Federal, State and local level.
- Commitment to supporting the voice of diverse communities in Greater Shepparton to lead, engage, create and shape the community.
- Excellent administration and writing skills to ensure the maintenance of records, preparation of reports and for routine correspondence to internal and external stakeholders.
- Knowledge and experience of program and project planning, development, budgeting, promotion and evaluation.
- Well-developed networks within the community or the ability to create these networks and work cooperatively with them.
- Ability to prepare high quality reports and briefing notes to Council and Senior Management.
- Familiarity with budgeting procedures.
- Strong project management skills.

Interpersonal Skills

- Ability to inspire, lead, empower and activate community to support initiatives.
- Developed knowledge, understanding and respect of diversity and inclusion issues and ability to apply these in an organisational context to support and implement activities reflective of the community's diversity.
- Excellent written and oral communication skills and commitment to the provision of quality customer service to both internal and external customers with the ability to maintain confidentiality and deal with sensitive information.
- Ability to liaise, work with, relate to and communicate with the wider organisation, all sectors of the community and a wide range of people from diverse backgrounds and have the capacity to develop positive relationships.
- An ability to work co-operatively with members of a team and gain the cooperation of others.
- Excellent facilitation and advocacy skills.
- A commitment to on-going personal and professional development.

Management Skills

- Ability to be flexible and responsive in approaches to various projects.
- Planning and managing own time, including prioritising tasks and achieving deadlines.
- Ability to manage Council led projects and initiatives within allocated budgets.
- Implementing delegated authority in line with the position and ability.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Community Development, Youth Work, Social Work, Education, or related discipline and/ demonstrated skills and experience working with multicultural communities.
- Demonstrated knowledge and experience working with diverse communities and stakeholders on community development projects.
- Experience in managing multiple projects including research and planning, time management, budgeting, reporting and evaluation.
- Experience in maintaining and facilitating effective partnerships with stakeholders.
- High level skills in administration, writing, time management and communication

OTHER INFORMATION

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence
- Working with Children Check
- National Police Check

LEGISLATION

As a Council Officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Gender Equality 2020
- Greater Shepparton City Council – Employee Code of Conduct

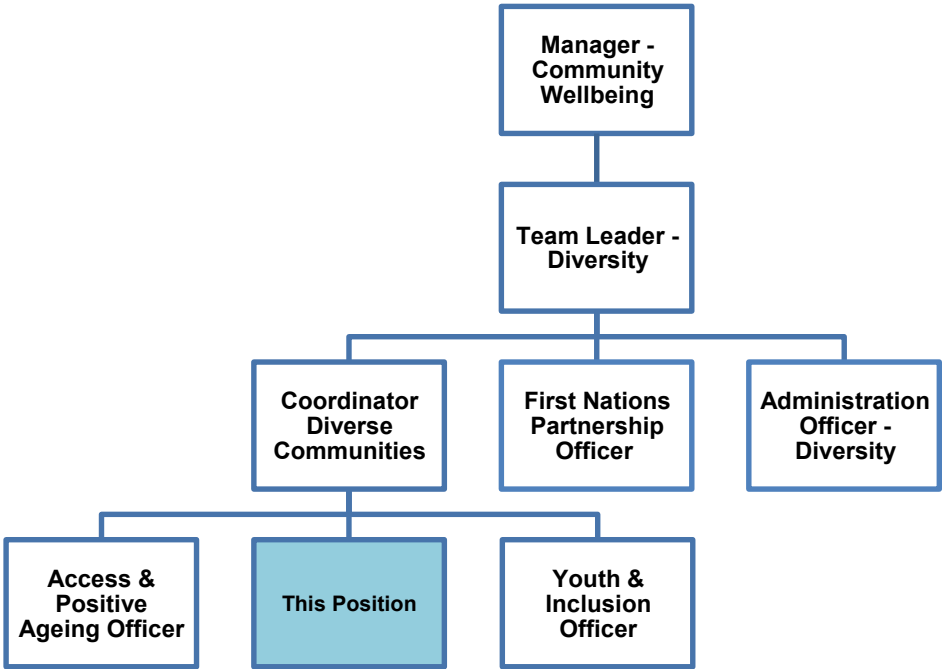
This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Community Wellbeing Department delivers a broad and diverse range of strategic planning, services, activities and programs aimed at supporting, engagement and inclusion of all sections of the community.

This Department supports access and inclusion, enhances social equity and safety, drives community connectedness, fosters Aboriginal and Torres Strait Islander engagement, embraces cultural development, supports opportunities for young people, the ageing community and manages libraries.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work-related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation, and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors					X
Outdoors			X		
Slippery Surfaces		X			
Uneven ground/Sloped areas		X			
Work in isolation			X		
Work in confined spaces		X			
Work at heights		X			
Work in dusty/fumes/foul smells		X			
Exposure to loud noises requiring hearing protection		X			
Exposure to personal waste	X				
Body Posture					
Standing				X	
Sitting				X	
Squatting/Crouching			X		
Kneeling			X		
Twisting			X		
Bending			X		
Manual Handling					
Reaching or working overhead (above shoulder)		X			
Reaching forward			X		
Gripping/fine motor movement					X
Pushing/restraining			X		
Driving a vehicle			X		
Lifting floor to waist			X		
Lifting waist to overhead		X			
Lifting from a truck/trailer		X			
Lifting 0 - <5kg				X	
Lifting 5 - <10kg			X		
Lifting 10 - <15kg		X			
Lifting 15kg+		X			
Carrying awkward loads		X			
Climb steps/stairs/ladder			X		
Exposure to vibration	X				
Psychosocial					
Give direction to others					X
Dealing with aggressive customers		X			
Dealing with upset customers		X			
Supporting dependent persons		X			

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	N	R	O	F	C
Cognitive					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions			X		
Ensure accuracy/details					X
Remember names/details					X
Show creativity					X
Examine/observe others					X
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____