



POSITION DESCRIPTION

COMMUNITY SUPPORT OFFICER

Position Number:	604	Location:	Cunnamulla
Award:	Queensland Local Government Industry Award (Stream A) – State 2017		
Certified Agreement:	Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024		
Classification Level:	3	Employment Type:	Permanent Full Time
Department / Team:	Community Support and Engagement / Community Services		
Reports to:	Community Services Team Leader	Supervises:	No direct reports

Our Values

In making and implementing our decisions we will be guided by the principles of **integrity, efficiency and continuous improvement** and exhibit the following values:

P – Pride

A – Accountability

R – Respect

O – Open and Transparent

O – Opportunities for Employment

S – Safety

C – Commitment



Position Objectives

The Community Support Officer is responsible for providing support to the community and engaging with the community to encourage participation in Council run community events, programs and consultations. They provide a high level of customer support at Council run or supported events.

Key Responsibilities

- In Consultation with the Community Services Team Leader and other community stakeholders, develop an annual plan of activities that responds to community needs and amend as appropriate to address changes in community needs during the twelve-month period.
- Ensure activities comply with all relevant legislation, policies, procedures and contractual arrangements.
- Provide guidance and information to individuals, families, community groups and service providers about relevant issues, ensuring a high level of communication and customer service.
- Ability to carry out research, prepare reports and budgets, develop file and case notes.
- Engage with the community in a variety of ways to increase awareness and knowledge of issues affecting individuals, families and community groups and the services that are available to them.
- Organise and facilitate workshops, events and services within the Paroo Shire that reflect the needs of the community, providing effective and appropriate customer service.
- Provide support to visiting service or event providers to ensure the smooth running of their programs and events.
- Work closely with other service providers, stakeholders and local groups to ensure efficient and effective delivery of services.
- Work across Council to secure cross divisional support and collaboration.
- Provide monthly reports to the Team Leader for inclusion into Council meetings on activities, outcomes, and existing or emerging issues.

- Assist with budgets and reviews with regards to the program.
- Provide secretariat support to Cunnamulla Interagency, Regional Arts Development Fund (RADF) and other programs as required.
- Submit applications and reports to departmental agencies in the designated timeframe, as required by funding agreements.
- Develop and maintain strong communication lines with a diverse range of voices within the Paroo Shire community, including First Nations people and disadvantaged groups in the community.
- Model safe and healthy workplace behaviour, fostering a safe and healthy workplace environment and ensure services, programs and events are delivered in a safe and healthy manner.
- Create a safe space for participants to be able to express themselves freely, ensuring client and participant confidentiality is always maintained.
- Represent Council positively and professionally in all interactions with internal and external stakeholders.
- Handle customer feedback and complaints in a respectful manner, following established Council procedures.
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.
- Undertake other tasks as required up to and including competency and level.
- Be prepared to work flexible hours to meet the requirements of the position.

Qualifications, Skills and Experience

Essential

- Certificate IV in Community Services or similar and/or a minimum of 2 years' experience in a community or events role.
- 'C' Class Queensland Drivers Licence or higher.
- Hold or obtain a Queensland Driver Authorisation – General.
- Hold or obtain a Working with Children 'Blue Card'.
- Pre-Employment Health Assessment and National Police Check prior to appointment.
- Demonstrated ability to engage and motivate stakeholders to achieve positive outcomes.
- Ability to develop and deliver community programs and events within budgetary and contractual constraints.
- Well-developed written and verbal communication skills, with the ability to prepare procedures, reports, program documentation and basic social media collateral.
- Demonstrated sound skills and experience in using MS Office including Outlook, Word, Excel, CANVA and excellent attention to detail and ability to monitor social media.
- Demonstrated ability to engage with a diverse range of people in a respectful manner with the goal of building long term connections and to assist people to make connections with support services that may be of benefit to the client.
- Ability to work autonomously or as part of a team, while ensuring time is managed to meet the requirements of conflicting priorities.

Desirable

- Certificate III in Events or higher.
- Experience in regional, remote or indigenous local government.

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and Local Government Act 2009, including but not limited to Council's Code of Conduct, Work Health and Safety Policy and Anti-Discrimination Policy.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust and integrity.
- Perform jobs, tasks and processes in accordance with relevant guidelines and standards.
- Maintain confidentiality of Council information obtained during the course of employment.
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.

- *Foster and maintain strong stakeholder relationships directly or indirectly associated with Council.*
- *Provide consistent and timely customer services to our colleagues and communities.*

Work Health and Safety

- *Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by Queensland's Work Health and Safety Act 2011.*
- *Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures and foster and maintain a positive attitude towards WHS within the individual work teams.*

Position Description Acceptance

I agree and accept all terms, conditions and duties outlined in this document.

Employee Name: _____

Employee Signature: _____ Date: _____