



## **Position Vacant Team Leader Community Services**

### **FULL-TIME 8-month Contract with View to Extend**

**At the Paroo Shire Council, we believe that our success starts with our people.**

**We are committed to creating a positive, inclusive, and rewarding work environment where team members feel supported and valued.**

The Community Services Team Leader is responsible for leading the Community Services Team in building strong relationships in the community through the provision of engagement, support and consultation and ensure the Team meets its compliance obligations to all stakeholders. The Community Services Team Leader responds to community needs by planning, promoting and delivering services and events.

An immediate start is on offer so if you are seeking a genuine opportunity and would like to be a crucial member of the Paroo Shire Council's team then please attach a COVER LETTER and your current RESUME for further consideration.

If you would like further information, please contact:

Denise O'Brien, Manager Human Resources on 07 4655 8400.

You can email your interest directly to Denise at [hr@paroo.qld.gov.au](mailto:hr@paroo.qld.gov.au)

[Alternatively download directly from our website at](#)

[Employment Vacancies – Paroo Shire Council](#)



## POSITION DESCRIPTION

### Team Leader Community Services

<b>Position Number:</b>	TBC	<b>Location:</b>	Cunnamulla
<b>Award:</b>	Queensland Local Government Industry Award (Stream A) – State 2017		
<b>Certified Agreement:</b>	Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024		
<b>Classification Level:</b>	TBA Dependent on Skills & Qualifications	<b>Employment Type:</b>	Permanent Full Time
<b>Department / Team:</b>	Infrastructure Services		
<b>Reports to:</b>	Director Infrastructure Services	<b>Supervises:</b>	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 core values:

**Pride, Accountability, Respect, Open & Transparent, Opportunities for Employment, Safety and Commitment**

### Position Objectives

The Community Services Team Leader is responsible for leading the Community Services Team in building strong relationships in the community through the provision of engagement, support and consultation and ensure the Team meets its compliance obligations to all stakeholders. The Community Services Team Leader responds to community needs by planning, promoting and delivering services and events

### Key Responsibilities

- Lead the Community Services Team in providing services and community events to the Paroo Shire Community.
- Provide support to ensure the team and program participants have adequate knowledge and resources to undertake their tasks or participate in a safe and healthy manner.
- Develop, maintain and review procedures relating to the operation of Community Services.
- Oversee the management, hire and contractual arrangements relating to community facilities and services within the Paroo Shire. This includes, but is not limited to:
  - John Kerr Park precinct.
  - Cunnamulla swimming pool.
  - Shire halls.
- Manage service providers, contractors and consultants in relation to the activities / services they provide, as appropriate.
- In conjunction with the Director Community Support and Engagement, develop, maintain and manage the Community Services annual budget, ensuring that all recurrent and capital income and expenditure are properly accounted for.
- Liaise with key agencies to identify and secure resources, opportunities and partnerships for the community.
- Consult regularly with the public and community groups to determine community needs and ensure they are met appropriately.
- Organise and deliver community events and services within the Paroo Shire that reflect the needs of the community.
- Work closely with service providers and local groups to ensure efficient and effective delivery of services.
- Ensure team activities comply with all relevant legislation, policies, procedures and contractual arrangements.

- Represent Council positively and professionally on working parties, steering and interagency committees, to the level of the position delegation.
- Review community satisfaction with Community Services and respond appropriately to feedback.
- Work across Council to secure cross divisional support and collaboration.
- Prepare reports to Council on relevant Community Services activities and issues.
- Ensure that grant applications submitted are professionally prepared and meet specific community needs.
- Complete funding acquittals and ensure compliance with contract requirements.
- Work with the Finance Team to administer and acquit grants for the Community Services Team.
- Ensure team consistently completes assigned tasks within allocated timeframes.
- Model safe and healthy workplace behaviour, fostering a safe and healthy workplace environment.
- Ensure events and programs comply with WHS obligations and 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.
- Handle customer 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.

## **Qualifications, Skills, and Experience**

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### **Essential**

- Tertiary qualification in Community Services or related discipline and/or a minimum of 5 years' significant experience to carry out the range of duties required.
- C' Class Queensland Drivers Licence or higher.
- Hold or obtain a Working with Children 'Blue Card'.
- Pre-Employment Health Assessment and National Police Check prior to appointment.
- Demonstrated experience in leading and managing the delivery of a range of community capacity building and service delivery initiatives to respond to emerging community and social infrastructure needs.
- Demonstrated experience with, or a knowledge and understanding of rural enterprise communities and sound knowledge of rural community development issues and dynamics, or ability to quickly acquire.
- Excellent interpersonal skills with significant experience in developing strong working relationships at all levels, with internal and external stakeholders, to negotiate mutually beneficial outcomes.
- Demonstrated ability to operate with a high degree of autonomy and to organise workload whilst maintaining confidentiality including sound initiative and judgement.
- Demonstrated strong project management and organisation skills and ability to develop and manage budgets, contracts and vendor relationships.
- Demonstrated experience in the delivery of safe events and programs that comply with WHS and other health obligations.

### **Desirable**

- Experience leading a small team.
- Experience or knowledge of the role of Local Government, council structures and services and applicable legislation.
- Demonstrated experience in Project management and delivery.

## **Corporate Accountabilities**

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- 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

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- 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.

### Team Contribution

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Working as part of a collaborative team and being in a customer facing role, it is also integral that the incumbent of this position delivers exceptional customer service and can positively engage with people from diverse cultures, nationalities, and backgrounds.

### You will also:

- Work collaboratively with co-workers, actively contributing to the Shires vision and values.
- Raise issues with a 'solution focus' framework and contribute to a positive working environment.
- Build professional relationships with stakeholders at every level of the Shire.
- Actively display the values of the Shire in every interaction
- Attend and participate in staff/team meetings and workshops as required.
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.
- Perform other reasonable duties as directed by the Team Leader Airport Services and/or line management within known skills, knowledge, and capabilities.

### Agility Statement

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The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

### Authorisation and Acknowledgement

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Signing this position description indicates agreement and acceptance of the contents and conditions.

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

Employee Name:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**I Authorise and Approve this Position Description Team Leader Community Services signed by:**

\_\_\_\_\_  
Neal Polglase Interim Chief Executive Officer

\_\_\_\_\_  
Date

