



POSITION DETAILS

Position Title	Community Support Officer	Award	QLD LGIA
Location	Cunnamulla	Classification	Stream A and Level 3
Department	Community Services	Employment Type	Full Time
Reports to	Manager Community Services	Duration	To 30/09/2023

OBJECTIVES OF THE POSITION

Provide guidance and information to individuals, families, community groups and service providers about relevant social issues impacting our community. Through this, you will encourage community participation in identifying appropriate solutions and ensuring that support services are delivered to meet the community's needs. As a representative of Council, professionalism and the provision of courteous customer service is essential.

KEY RESPONSIBILITIES

- Plan and coordinate workshops within the public space with various clients.
- Assist in researching for Grants to support programs and work with other Council areas on Grant preparation.
- Develop networks with government and non-government agencies in the Paroo Shire Local Government Area.
- Engage with the community to increase knowledge and awareness of issues affecting individuals, families and community groups.
- Educate the community regarding social services provided by or available through government and non-government agencies.
- Provide an information and referral service to community members seeking advice regarding human and/or social services in the community.
- Assist with community development and support community groups by identifying a range of programs to meet the needs of identified community groups.
- Represent Council in a positive and professional manner through interaction with the community, local and state government agencies and other internal and external stakeholders.
- Assist in coverage of other Council areas if appropriate e.g. Front Counter, Library, Information Centre.
- Assist with budgets and reviews with regards to the program.
- Prepare applications and reports as required inline with funding, compliance and Council requirements.
- Provide information relating to activities, outcomes and emerging issues, to the Team Leader on a monthly basis for inclusion into Council meetings.
- Comply with Council policies and procedures.
- Consistently complete allocated tasks within agreed timeframes.
- Undertake other tasks up to and including your competency and level.
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.
- Commitment to Workplace Health and Safety, Council's Code of Conduct and demonstrating appropriate behaviour for a public sector employee.

SKILLS, EXPERIENCE AND QUALIFICATIONS

Essential

- Previous demonstrated experience of 1–2 years within a role undertaking the main tasks and responsibilities of this role
- Well developed communication and interpersonal skills, with the ability to build effective working relationships with clients from diverse backgrounds
- Demonstrated experience in engaging clients, negotiation skills and diffusing conflict



Paroo Shire Council

Position Description: Community Support Officer

- Demonstrated ability in the use of Microsoft Office programs (Word, Excel, PowerPoint and Outlook) and the internet to carry out research, prepare reports and budgets, develop file and case notes, and other tasks as required
- Ability to actively work within a team and autonomously as required, while ensuring your time is managed to meet the requirements of conflicting priorities
- Commitment to furthering your personal development through internal and/or external opportunities
- A commitment to the health and safety of yourself, fellow employees and actively support Council systems and legislation relating to Code of Conduct, Workplace Health & Safety and appropriate workplace behaviours
- Hold or have the ability to obtain a working with Children Clearance and C Class Drivers Licence which must be retained throughout employment in this role

Desirable

- Understanding or ability to quickly acquire knowledge of Local Government procedures and regulations
- Knowledge of government and non government services being carried out in our community

ADDITIONAL INFORMATION

- This position is required to work out of Council's Civic & Community Enterprise Centre located in Stockyard Street, Cunnamulla, however this position may be required to travel within the Local Government Area and work outside of standard business hours.
- Should you, at anytime during your appointment in this role, become ineligible to hold a C Class drivers licence or Working with Children check, you are required to advise Council immediately.

MANDATORY REQUIREMENTS

Remaining compliant with legislation and Paroo Shire Council Policy you will be required to have a Pre-Employment Health Assessment, provide a current National Police Check and hold a current Working with Children Blue Card.

APPROVAL OF POSITION DESCRIPTION

Position Description Approved by: **Cassandra White, Chief Executive Officer, Paroo Shire Council**

Signature

Date

01st April 2021

ACCEPTANCE OF POSITION DESCRIPTION

- I, have read, understood and accepted the above information summarised in this Position Description.
- I understand that due to operational requirements, my duties and responsibilities may change from time to time and as such this Position Description may be amended.

Name _____

Signature

Date