



# PAROO SHIRE COUNCIL

## Position Description

# Community Support Officer

### Position Objectives

- Provide support to the community
- Engage with the community to encourage participation in Council run events, programs and consultations
- Provide a high level of customer support at Council run or supported events

### Performance Indicators

#	Performance Indicator	How it's measured	Timeframe
1	Work Health and Safety	Demonstrated commitment to a Zero Harm workplace Ensures that Council run or supported events and programs are delivered in a safe and healthy manner	12 months
2	Community Support	Provide guidance and information to individuals, families, community groups and service providers about relevant issues	12 months
3	Reporting	Complete and submit all required reports in the designated timeframe	6 months
5	Communication and Customer Service	Provides a high level of communication and customer service to the community and all workers at Council. Provides effective and appropriate customer service at Council run events and programs	6 months

### Key Responsibilities and Duties

#### Work Health and Safety

- Ensure all programs and events you deliver comply with WHS obligations, Council's Code of Conduct, Policies and procedures and relevant funding agreements
- Provide support to ensure your participants have adequate knowledge and resources to participate in a safe and healthy manner
- Create a safe space for participants to be able to express themselves freely
- Maintain client and participant confidentiality.
- Model safe and healthy behaviour in the workplace and be willing to call out inappropriate behaviour

## Community Support

- Provide secretariat support to Cunnamulla Interagency, RADF and other programs as required
- Organise and facilitate workshops, events and services within the Paroo Shire that reflect the needs of the Community
- Provide support to visiting service or event providers to ensure the smooth running of their programs and events
- Engage with the community in variety of ways to increase awareness and knowledge of issues affecting individuals, families and community groups and the services that are available to them
- Work closely with service providers and local groups to ensure efficient and effective delivery of services
- Represent Council positively and professionally in all your interactions with internal and external stakeholders
- Receive community feedback in a respectful manner and relay it to the appropriate person
- Work across Council to secure cross divisional support and collaboration
- Undertake other tasks as required up to and including your competency and level

## Reporting

- Prepare reports to the Community Services Team leader on your activities and issues
- Provide applications and reporting to agencies in the designated timeframe, as required by funding agreements
- Ensure your activities comply with all relevant legislation, policies, procedures and contractual arrangements
- Complete your assigned tasks within allocated time frames

## Communication and Customer Service

- Provide clear and open communication to your team leader and fellow team members
- 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

## Skills and Experience

### Work Health and Safety Leadership

- 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 and Safety; and appropriate workplace behaviours
- Demonstrated ability to work in a safe and healthy manner
- Demonstrated ability to provide a safe and healthy workplace and provide appropriate support to participants

## Community Support

- Demonstrated ability to engage and motivate stakeholders to achieve positive outcomes
- Experience in a community engagement or similar role
- Experience in regional, remote or indigenous local government would be highly regarded

## Reporting

- Proven ability to develop and deliver community programs and events within budgetary and contractual constraints

## Communication and Customer Service

- Well-developed written and verbal communication skills, with the ability to prepare procedures, reports and program documentation
- Demonstrated ability to use Microsoft 365 or similar software.
- Ability to carry out research, prepare reports and budgets, develop file and case notes.
- Demonstrated ability to engage with a diverse range of people in a respectful manner with the goal of building long term connections
- Ability to work autonomously or as part of a team depending on operational needs

## Training and Education

### Essential

- Hold or ability to gain a Queensland Working with Children card (Blue Card)
- Hold a Queensland "C" class license

### Desirable

Any of the following qualifications or their successors:

- Certificate 3 in Business or higher
- Certificate 3 in Community Services or higher
- Certificate 3 in Events or higher
- Another formal qualification in a related area

## Reporting Arrangements and Delegations

This role reports directly to the Community Services Team Leader and has no direct reports.

The size of the Community services team varies between 3-7 people depending on operational and seasonal needs

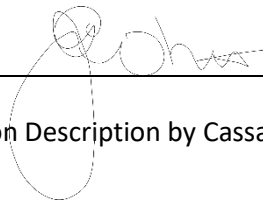
## General Conditions of Employment

- This role is covered by:
  - Queensland Local Government Industry (Stream A) Award – State 2017
  - Paroo Shire Council – Non - Operational Staff Certified Agreement 2018 or its successor agreement

- This position is Stream A, Level 3 and is a full time, ongoing role
- This position will be required to work from Paroo Shire Civic and Community Enterprise Centre, 49 Stockyard Street, Cunnamulla. You may be required to travel as part of this role and may be required to work outside of standard business hours.
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment if you are successful in your application.

## Approval of Position Description

Sign



Date: 15 November 2021

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