



Paroo Shire Council Position Description

Title: Community Support Officer
Award: Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.
Level: 3
Department: Community Support and Engagement
Location: Cunnamulla

Position Objectives

This role is to provide support to the community and engage with the community to encourage participation in Council run events, programs and consultations. You will also provide a high level of customer support at Council run or supported events.

Reporting Arrangements and Delegations

- This role reports directly to the Community Services Team Leader. The size of the Community services team varies between 3-7 people depending on operational and seasonal.

Key Selection Criteria

1. Provide guidance and information to individuals, families, community groups and service providers about relevant issues;
2. Complete and submit all required reports in the designated time frame;
3. Provides a high level of communication and customer service to the community and all workers at Council; and
4. Provides effective and appropriate customer service at Council run events and programs.
5. Ensures that Council run or supported events and programs are delivered in a safe and healthy manner;
6. Demonstrated commitment to a Zero Harm workplace;

Skills and Experience

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; and
- 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; and

- Ability to work autonomously or as part of a team depending on operational needs.

Work Health and Safety

- 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; and
- Demonstrated ability to provide a safe and healthy workplace and provide appropriate support to participants.

Qualifications

Essential

- Hold or ability to gain a Queensland Working with Children card (Blue Card); and
- Hold a Queensland "C" class driver's licence;
- Hold a Queensland Industry Authority (Drivers Authority) general.

Desirable

- Certificate IV in Community Services or higher;
- Certificate III in Events or higher;

Key Responsibilities and Duties

Community Support

- Develop an Annual Work Plan that must respond to community needs and should be amended if Community needs change during the twelve-month period. The work Plan must include the following:
 - You must deliver a minimum number of activities comprising of at least five projects, 5 events and 5 resources/tools.
- 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 other service providers, stakeholders 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; and
- 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; and
- 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; and

- 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.

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; and
- Model safe and healthy behaviour in the workplace and be willing to call out inappropriate behaviour.

ADDITIONAL POSITION REQUIREMENTS

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Willing to obtain a 'Blue Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- Medically fit and physically capable to meet requirements of the position; and
- 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.

Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers’ specifications;
- Behave in a manner consistent with Council’s Code of Conduct and HR policies and the Local Government Act 2009; and
- Maintain confidentiality of all Council information obtained during the course of employment.

Customer Service

Employees must:

- Foster and maintain strong public relations with Council’s ratepayers, clients and other bodies directly or indirectly associated with Council; and
- Provide consistent and excellent customer services to all stakeholders.

Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer, managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

OTHER INFORMATION

- Paroo Shire Council is an Equal Employment Opportunity employer;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

PHYSICAL REQUIREMENTS

SEDENTARY WORK		
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.	<input checked="" type="checkbox"/>
Work	Frequent lifting / carrying of objects weighing up to 10kgs.	<input type="checkbox"/>
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs	<input type="checkbox"/>

WORK ENVIRONMENT								
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE		
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Heat / Humidity	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION					
Noises	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Maximum seat rating of 120kgs					
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS		
This job may include:								
Standing/Walking	Sitting		Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/> None	<input type="checkbox"/>	None	<input type="checkbox"/>	None	Depth Perception	<input checked="" type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input type="checkbox"/> Occasional	<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input checked="" type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	Peripheral Vision	<input checked="" type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4-6 hrs	<input checked="" type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs				

POSITION DESCRIPTION ACCEPTANCE

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

Employee Signature.....

Employee Name.....

Date.....

CEO Signature.....

CEO Name.....

Date.....