



## Position Vacant Community Support Officer

The Shire of Paroo is a local government area in Southwest Queensland, Australia. The Paroo Shire covers an area of 47,623 square kilometres (18,387 sq mi). In the 2021 census, the Shire had a population of 1,679. The region incorporates four towns Cunnamulla, Yowah, Eulo and Wyandra, with Cunnamulla being the hub of the Shire and is centrally situated on the crossroads of the Balonne and Mitchell Highways. Cunnamulla, meaning “long stretch of water”, gets its name from the picturesque Warrego River which meanders past the town and is a popular spot for fishing and water sports.

### The Position

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.

### 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;
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; and
6. Demonstrated commitment to a Zero Harm workplace;

### Experience & Qualifications

- Hold or ability to gain a Queensland Working with Children card (Blue Card);
- Ability to legally operate a motor vehicle under a ‘C’ Class Queensland Drivers Licence or higher is an essential requirement for this position; and
- Hold a Queensland Industry Authority (Drivers Authority) general;

### Desirable

- LR Class Queensland Drivers Licence;
- Certificate IV in Community Services or higher;
- Certificate III in Events or higher;

### Benefits

- A competitive remuneration package is offered, depending on experience and qualifications.
- 5 weeks annual leave with 17.5% loading;
- 9-day fortnight; and
- Uniforms provided.

A position description is available below. Applications closing on 20/05/2024 at 8.30am

To apply please email your resume, cover letter outlining your experiences of the selection criteria and [application form](#) to [hr@paroo.qld.gov.au](mailto:hr@paroo.qld.gov.au) For further information please contact the HR Officer on 07 4655 8400.

**Please note we can only consider your application if you are eligible to work in Australia.**

# 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

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## 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 requirements.

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## Key Selection Criteria

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

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## 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.

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### Qualifications

#### Essential

- Hold or ability to gain a Queensland Working with Children card (Blue Card);
- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence is an essential requirement for this position.
- Hold a Queensland Industry Authority (Drivers Authority) general.

#### Desirable

- LR Class Queensland Drivers Licence;
- Certificate IV in Community Services or higher;
- Certificate III in Events or higher;

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### Key Responsibilities and Duties

#### Community Support

- Three Key Activity Dimensions provide a framework of the common activities that Neighbourhood Centres deliver across the initiative:
  - Link people with formal and informal support by:
    - Providing a safe and trusted local place for people to seek support and assistance;
    - Be a point of expertise on pathways to formal and informal support;
    - Respond to individuals and families presenting with needs, ranging from information provision through to service navigation and interventions;
    - Work with local and regional groups to support a high functioning and locally responsive service system;
    - Provide digital access and literacy.
  - Create social connections and inclusion by;
    - Provide a safe place and activities for people to connect, participate, belong, contribute and volunteer;
    - Auspice, mentor and support local groups and organisations;
    - Foster Inclusion, recognition and respect for First Nations and culturally and Linguistically Diverse (CALD) communities.
  - Integrate local community action by;
    - Lead place-based responses by identifying local strengths and priorities, and designing, coordinating, and implementing local level solutions;
    - Integrate investment and action for local issues;
    - Foster volunteering and community involvement;
    - Empower community members to organise and build local capacity;
    - Be a conduit to and from government, harnessing opportunities, and whole-of-government action for local benefit;
    - Provide local leadership for disaster preparedness, resilience, and response.
- 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.

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### 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.

HRPD999	Template for PDs with Instructions	Version	1.2	Revision Date	31/01/2023
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## 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 checked="" type="checkbox"/> YES	<input 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 This job may include:						REPETITIVE MOTIONS
Standing/Walking	Sitting	Driving	AUDIO – VISUAL DEMANDS			
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional	Depth Perception	<input checked="" type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input checked="" type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input type="checkbox"/> 4-6 hrs	<input checked="" type="checkbox"/> 4-6 hrs	<input type="checkbox"/> 4-6 hrs	Peripheral Vision	<input checked="" type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/> 6-8 hrs			Simple Grasping	<input checked="" type="checkbox"/>

## POSITION DESCRIPTION ACCEPTANCE

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

Employee Name..... Date.....

Employee Signature.....

CEO Name CASSANDRA WHITE

Date 19/04/2024

CEO Signature

