

Community Hub and Outreach Officer

CLOSING DATE FOR APPLICATIONS:	The closing time and date for applications for this position is: <u>4pm, Sunday 3rd September 2023</u>
STATUS:	Permanent Full time/Fixed Term (August 2024)
LOCATION:	This position will be based in Beechworth, Victoria.
ENTERPRISE AGREEMENT:	Indigo Shire Council’s Enterprise Agreement 2021-2024. The agreement is available at www.fairwork.gov.au or by emailing employment@indigoshire.vic.gov.au
CLASSIFICATION:	This position has been classified Band 5
SALARY:	Band 5 - \$71,810.41 - \$81,974.19 pa pro rata
PAYMENT DETAILS:	Salary is paid on a fortnightly basis into a nominated bank account by direct bank deposit.
SUPERANNUATION:	In addition to the above salary, Council will contribute 10.5% of salary to Vision Super or another complying superannuation fund as nominated by the employee. Please note all payments to Superannuation funds other than Vision Super will be made via a Superannuation Clearing House.
QUALIFYING PERIOD:	This position will be subjected to a six (6) month qualifying period.
ANNUAL LEAVE:	Four (4) weeks annual leave per annum (pro rata)
OTHER LEAVE:	Other leave entitlements are listed in the Indigo Shire Council Enterprise Agreement 2021-2024.
REFERENCE, QUALIFICATIONS, POLICE CHECK AND VACCINATION REQUIREMENTS:	As part of the employment process all applicants will be required to submit a minimum of two referees and be prepared to undergo a National Police Check and provide evidence of qualifications. Certain roles will also require a valid Working with Children Check. All roles will be required to provide evidence of full vaccination as all roles are required to be able to attend Council premises at least some of the time, notwithstanding any working from home requirements that may be in place from time to time.

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Applicant Information

We are a child safe and equal opportunity employer. Applications from Aboriginal and Torres Strait Islander people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged. In addition, applications for positions that work with children must provide referees who can comment on their experience working with children. These roles also require a valid Working with Children Check. A Police Check is mandatory for all roles, and will be conducted by Indigo Shire Council.

Indigo Shire Council (ISC) is an equal opportunity employer and applies merit-based selection techniques. Selection is based on the assessment of each application in relation to the **Selection Criteria** provided in the **Position Description** below.

How to apply

THE POSITION DESCRIPTION (PD)

Please read the PD - this is an outline of the nature and expected outcomes of the job. It will also include the knowledge and skills required to undertake the role. Please keep in mind however that a PD **is not** a detailed record of every task and duty that may be required in the position.

SELECTION CRITERIA (SC)

The SC indicates the level of knowledge, skills, abilities and personal attributes that an individual needs in order to perform the duties of the position. ISC requires you to provide answers addressing each SC as part of your application. Your SC responses will allow the selection panel to better assess your ability to meet the criteria of the position, and your SC answers will determine whether or not you are asked to attend an interview. **There are helpful websites and printed material, which outline how to answer SC for government agencies – we suggest you research these.**

Your application must include:

1. A covering letter;
2. An up-to-date resume, including the names and contact numbers of two referees; and
3. Separate answers stating your experience and knowledge against each of the SC. (e.g. answers are not to be included within cover letters).

ACCESSIBILITY

If you require assistance or adjustments to fully participate in the application or interview process for this role, please contact the Indigo Shire Council People & Culture team via email at employment@indigoshire.vic.gov.au or phone 1300 365 003.

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Submitting your application

1. Indigo Shire Website

ISC's preferred method of receiving employment applications is via our website.

[Current vacancies Indigo Shire Council](#)

Note: Select the job you are interested in and click the "Apply for a job" button

2. Email

Applications can also be received via email:

employment@indigoshire.vic.gov.au

Note: Please send your application as one PDF document

3. Post to

Employment Application

People and Governance Department

Indigo Shire Council

PO Box 28

Beechworth VIC 3747

Note: If submitting via mail or in person, please do not bind applications; a paper clip will do nicely.

4. In person

Applications may also be hand-delivered to reception at ISC's Customer Service Centres located in Beechworth, Yackandandah, Rutherglen and Chiltern. Please visit our website for further details:

http://www.indigoshire.vic.gov.au/Contact_Council

Receipt of application will be via automatic email response, or via letter within 5 business days. All the best with your application and please contact us if you have any questions.

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Position Description

Community Hub & Outreach Officer

DATE	August 2023
INCUMBENT:	Vacant
CORPORATE UNIT	Community Development
CLASSIFICATION:	Indigo Shire Council Enterprise Agreement 2021-2024 Band 5
EMPLOYMENT STATUS:	Full Time/Fixed Term (August 2024)
AUTHORISED BY:	Executive Manager People & Governance

POSITION OBJECTIVE/S

The Community Hub and Outreach Officer will support the community of Indigo Shire in recovery after the October 2022 flood events. They will work with communities to connect with recovery services and to access information and to foster resilience. They will support the Community Recovery Officer in community planning and engagement.

The purpose of the role is to:

- Embed a dedicated flood community Hub officer within affected Indigo communities
- Ensure community recovery needs are connected through ISC Hub events, with activities tailored to meet local needs
- Work with affected outreach communities and key stakeholders to implement a range of recovery initiatives
- Build community capability to respond to future disasters
- Engage with community to map risks and resilience

KEY RESPONSIBILITY AREAS

The Community Hub and Outreach officer will deliver activities in line with the needs of their community, including:

- Working with affected communities to identify recovery needs
- Ensuring engagement in recovery is inclusive of all community members and includes culturally safe practices of shared respect, shared meaning and shared knowledge
- Supporting individuals, organisations and systems to ensure self-determination for First Nations peoples. This includes sharing power (decision-making and governance) and resources with Aboriginal communities
- Developing scope of works and project manage the delivery of safe spaces within ISC Hub infrastructure
- Develop scope of works and project manage the delivery of the ISC Community recovery and

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outreach trailer

- Assisting to navigate and access, relief and recovery support including supporter referrals to specialist support agencies
- Attending and/or establishing recovery related meetings to gather and share local intelligence
- Engage with community to develop Community Plans
- Developing community-based recovery initiatives and supporting community events that promote community connections and build stronger relationships within communities
- Support the reporting of data and outcomes on all aspects of recovery, including maintaining and updating the Crisisworks database as necessary
- Maintain effective and cooperative communication with all stakeholders, including state government departments, community agencies, local services, and businesses to progress actions across all pillars of recovery
- Undertake other activities as required to achieve the objectives of this position, such as grants management, administrative support, engagement and support of Community Recovery Groups, and support program delivery of Community Recovery Hubs
- Support recovery related capacity building within Indigo Shire Council to ensure processes, procedures and systems are able to effectively respond to future events.
- Act as Municipal Recovery Manager (MRM) or Deputy MRM to assist the Municipal Emergency Manager (MEMO) with the coordination of council resources and agencies for the purpose of recovery, and to assist with planning and preparing for the recovery.

GENERAL WORK REQUIREMENTS

General

- To provide the best customer service to both internal and external customers in accordance with Council's Customer Service Policy and Customer Service Charter, in particular:
 - Reply to email requests within 4 business days
 - Return telephone calls by next business day
 - Reply to written correspondence within 10 business days
 - Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity.
- To support Council objectives in the public forum
- To live and model the Council values
- To provide a positive personal contribution in the policy and decisions in relation to the position and the public image of the Council.
- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers.
- To encourage and participate in team activities.
- To participate in training programs designed to increase efficiency and effectiveness
- To identify areas where additional training is required and advise supervisor.
- Presentation of courteous and helpful image to Councillors, internal officers, outside organisations and customers
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers.
- To create and capture full and accurate records of your work related decisions and activities. To ensure all records are managed in accordance with the Indigo Shire Council Records Management Policy.

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Public Safety / Risk Management

- To be observant with regard to identification of potential public safety hazards and notify supervisor of hazards which cannot be remedied immediately.
- Where possible, rectify hazards and notify supervisor with a view of preventing recurrence.
- To follow up action items reported by staff and advise staff of action taken.
- Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements.
- Employ risk management principles and practices in day-to-day duties and functions.
- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public.

Occupational Health and Safety

- To comply with provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others.
- To rectify actual or potential hazardous situations, where appropriate, in accordance with established policies and procedures.
- To participate in programs designed to monitor and protect the health of staff in their workplace.
- To report as soon as practicable to your Supervisor / Manager
 - Unsafe equipment , work practices or conditions
 - Potential Hazards
 - Near Misses
 - All injuries sustained whilst in the performance of work duties
 - Damage to Council equipment or property

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Community Recovery & Resilience Officer
SUPERVISES:	Nil
INTERNAL LIAISONS:	<ul style="list-style-type: none"> • Emergency Management Coordinator (EMC) • Municipal Emergency Management officer (MEMO) • Municipal Recovery Manager (MRM) • Senior Management • Relevant Community and Economic Development Staff • Relevant Infrastructure Staff. • Relevant Planning and Building staff. • Councillors • All Council staff
EXTERNAL LIAISONS:	<ul style="list-style-type: none"> • Government Departments and other service providers to gain appropriate funding, services and advice to further Council's Risk activities. • Emergency Recovery Victoria (ERV) • Municipal Emergency Response Coordinator (MERC) • Officers from other municipalities • Volunteers and volunteer organisations • Regional Recovery Coordinator • Professional organisations

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	<ul style="list-style-type: none"> • Community residents • Contractors • Insurers • Private corporations • Employee Organisations • Regional bodies • Members of the public • Government agencies involved in flood recovery • Local services and support agencies • Community groups and businesses • Media representatives • Contractors • Insurers • Employee Organisations • Regional bodies • Members of the Public • Media representatives • Contractors • Insurers
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ensure projects and programs are implemented and managed so standards, resources, budgets and timeframes are achieved
- Ability to manage competing priorities and progress multiple projects concurrently within defined timeframes
- Work independently with minimal supervision
- Provide specialist community development recovery advice to others
- Contribute to policy and Recovery plan development
- Investigate and analyse emerging issues
- Engage in professional conduct at all times and maintain confidentiality
- Ensure compliance with all staff code of conduct and policies, regulations and legislation in relation to area of responsibility. This includes following EEO, OHS requirements listed in respective policies to ensure a safe and healthy work environment

SPECIALIST SKILLS AND KNOWLEDGE

- Thorough knowledge of contemporary emergency management theories and ability to organise and arrange emergency response and recovery processes as defined in the Municipal Emergency Management Plan and other
- A knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures is required to manage projects within budget and agreed timelines. This also includes proficiency in the management of grants/external funding and the management of associated projects

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JUDGEMENT AND DECISION MAKING SKILLS

- Interpersonal skills
- Able to maintain confidentiality and protect privacy
- Strong communication and facilitation skills
- Able to liaise with other employees to resolve intra-organisational issues
- Provide explanation to and obtain feedback and cooperation from public for recovery initiatives
- The incumbent must be a strategic thinker in addition to demonstrating sound judgement in a diverse range of difficult situations. Effective judgement is critical in making decisions that may have broad economic, political and social consequences
- Identify key opportunities and develop and implement strategies to achieve objectives and goals
- Allocate resources with sound judgement to achieve corporate objectives and responsibilities
- Implement aspects of Council practices in relation to emergency relief and recovery management

MANAGEMENT SKILLS

- Ability to promote a professional work ethic
- Ability to promote and achieve high quality outcomes
- Demonstrated ability to prepare and adhere to budgets and business plans
- Ability to effectively manage resources, assets, projects, contractors and staff (including volunteers) to maximise service delivery
- Ability to develop and show commitment to teamwork and delegate to appropriate levels
- Ability to manage information flow upwards and downwards from an organisational perspective
- Highly developed time management skills, capacity to plan, organise and meet changing priorities and objectives

INTERPERSONAL SKILLS

- The ability to liaise with external and internal stakeholders to discuss specialist matters
- Ability to collaborate and establish effective working relationships with consultative frameworks within council, community, other levels of government and regional organisations
- Excellent negotiation and conflict resolution skills
- Exceptional communication skills to ensure quality communications with a range of audiences including internal staff and Councillors, as well as key external stakeholders within the community, government and private sectors
- Ability to project a positive image in communication with both internal and external customers at all times
- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities

QUALIFICATIONS AND EXPERIENCE

Essential

- A diploma in one of the following area: social work; social sciences; community development or community welfare – or a minimum of 2 years work experience
- A comprehensive understanding of emergency management and recovery at a local, state and Federal Government level
- Availability to be part of Emergency Management Team that provides immediate response and relief needs for emergencies within the Shire
- Experience using Emergency Management systems, examples include EM-COP, Crisisworks
- A current (and ongoing) valid Driver's Licence
- A satisfactory Police Check supplied prior to offer of employment and commencement

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- A valid Working with Children Check

Desirable

- Experience in community recovery and resilience engagement
- Knowledge of local government emergency management practices and understanding of Emergency management principles' legislation and practices
- Knowledge of State Government Disaster Recovery funding applications
- First aid certificate of willingness to obtain

SELECTION CRITERIA

1. Demonstrated experience to work with communities in response to disaster recovery and awareness of contemporary recovery and resilience trends and issues
2. Relevant qualifications or experience in social work, social sciences, community development or community capacity building and / or emergency management
3. Proven capabilities in community engagement, community led resilience, business development or related discipline or experience delivering programs across community
4. Excellent interpersonal skills with the ability to build partnerships and consult with a diverse range of stakeholders to deliver services using initiative and creativity

OTHER

- This position will be required to undertake roles and activities related to Business Continuity and Emergency Management in preparation for and during times of crisis
- Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the Emergency Management Act 1986, this may include providing emergency response, relief and recovery services to the community