

**Community Engagement & Capacity Building Officer  
(Temporary)**

The Burdekin is located just 70km south of Townsville, where unspoilt natural beauty meets a thriving rural community right on the doorstep of the Great Barrier Reef. Famous for its abundant sunshine and rich agriculture, the shire's most important asset is water. The Burdekin River combined with a massive underground aquifer and the Burdekin Falls Dam make the district drought resistant.

An exciting opportunity exists within our team for a motivated Community Engagement and Capacity Building Officer to plan, facilitate, deliver and promote programs which build capacity within sporting and community organisations. The successful applicant will also work with community services and other Council staff to achieve community development outcomes including the 'Our Town Our Future' community engagement program. This is a temporary role for a period of up to 2 years and is fully funded through the Queensland Reconstruction Authority's NQ Recovery and Resilience Grant.

The key responsibilities include:

- In consultation with the Manager Community Services, manage the delivery of Council's 'Our Town Our Future' community engagement program.
- Develop and deliver initiatives to facilitate opportunities for the local community to build upon their assets and assist in mobilising individuals, groups and organisations to plan, develop and implement community activities.
- Directly support the Director of Corporate & Community Services and Community Services Manager in program design and implementation.
- Support and grow volunteer activity and engage with the broader community to ensure that the needs and issues of residents are identified and facilitated.
- Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 4 (\$82,016pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **21/72 – Community Engagement & Capacity Building Officer (Temporary)** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- Mail – Confidential Application No. 21/72, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 27 October 2021 at 5.00pm.

For further information please contact the Manager Community Services – David Cornwell on (07) 4783 9800.

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It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

**Essential**

1. A degree or diploma in a social services related field.
2. Experience relevant to the role including the development and implementation of services and programs to build community capacity and promote and encourage engagement with the community.
3. Experience in facilitating the delivery of sport, health and fitness programs and events.
4. Well-developed public relations and community liaison skills.
5. C Class Drivers Licence

## Position Description

### Community Engagement & Capacity Building Officer (Temporary)

<b>Position Number</b>	10028
<b>Certified Agreement</b>	Burdekin Shire Council Certified Agreement - 2018
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>Award Section</b>	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
<b>Award Level</b>	Level 4
<b>Reports To</b>	Manager Community Services
<b>Place of Employment</b>	Burdekin Library, 108 Graham Street, Ayr

### Position Objective

Plan, facilitate, deliver and promote programs which build capacity within sporting and community organisations. Work with community services and other Council staff to achieve community development outcomes including the 'Our Town Our Future' community engagement program.

### Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- In consultation with the Manager Community Services, manage the delivery of Council's 'Our Town Our Future' community engagement program.
- Work with sporting clubs and community organisations to build capacity and resilience.
- In consultation with the Manager Community Services, develop and implement targeted community development programs and initiatives.
- Develop and deliver initiatives to facilitate opportunities for the local community to build upon their assets and assist in mobilising individuals, groups and organisations to plan, develop and implement community activities.
- In consultation with the Manager Community Services, manage the organisation of a volunteer expo.
- Directly support the Director of Corporate & Community Services and Community Services Manager in program design and implementation.
- Work as a strategic partner within the community services team to drive strategic development to strengthen communities.
- Liaise with community/sporting organisations in the Shire on a regular basis to identify capacity building opportunities.
- Enhance the capacity of the community to identify and respond to community needs and issues of concern.
- Support and grow volunteer activity and engage with the broader community to ensure that the needs and issues of residents are identified and facilitated.

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- Encourage and facilitate the development of networks and collaborative partnerships with relevant key stakeholders with a coordinated and integrated approach to initiatives and allocation of Council resources.
- Build active communities by delivering programs around sport, recreation, parks, playgrounds and aquatic activities that promote regular physical activity as well as individual and community wellbeing.
- Contribute to the development of strategic and operational plans in consultation with the Community Services Manager.
- Work with organisations such as NQ Sports to obtain funding for sports and health fitness programs tailored for the local community.

### **Award Classification**

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

#### **Organisational Relationships**

- Works under general direction.
- Supervises subordinate employees or works in a specialised field.

#### **Extent of Authority**

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

### **Position Requirements**

#### **Knowledge**

- Working knowledge in undertaking programs, research and analysis and implementing policy and strategies to improve community outcomes.
- Demonstrated understanding of a range of community engagement models and techniques.
- Working knowledge of social media and other forms of electronic engagement.
- Working knowledge of relevant Council Local Laws, Workplace Health and Safety and legislation associated with the operations of the Community Development section.
- Working knowledge of Microsoft Office 365 Applications including Excel, Word, PowerPoint, design and database applications.

#### **Skills**

- Well-developed verbal and written communication skills
- Well-developed interpersonal skills for effective communication with a diverse audience.
- Well-developed public relations and community liaison skills.
- Well-developed active learning skills to convert new information into usable community capacity programs.
- Well-developed research skills.
- Well-developed time management skills.

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- Well-developed judgement and decision-making skills.

#### **Abilities**

- Ability to plan, organise and prioritise workload and to work independently within delegated authorities.
- Ability to work with all age groups particularly within a community engagement environment.
- Ability to plan and run workshops, community consultation and events.
- Ability to delegate and supervise community development staff to achieve specific objectives.
- Ability to tailor communication for diverse audiences.
- Ability to provide specialist advice to Council on services to target groups.
- Ability to work autonomously.

#### **Other Requirements**

- High level of confidentiality applied to work documents and situations.
- Personal attributes of self-motivation, enthusiasm, personal presentation, adaptability, and ability to work collaboratively with other employees and the community
- An ability to work flexible hours including after business hours and weekends as required.

#### **Experience and Qualifications**

- A degree or diploma in a social services related field.
- Experience relevant to the role including the development and implementation of services and programs to build community capacity and promote and encourage engagement with the community.
- Experience in facilitating the delivery of sport, health and fitness programs and events.
- Experience in working with all age groups particularly within a community engagement environment.
- Current "C" Class driver's licence.
- Blue Card for working with Children

### **Core Competencies**

These competencies relate to positions at this Award level:

#### **Teamwork**

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

#### **Customer Service**

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customer's expectations and base the service on this knowledge.

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#### **Communication**

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen

#### **Quality**

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.

#### **Environment**

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.

#### **Work Health and Safety**

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

#### **Efficiency**

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

#### **General**

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.

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4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.