

Community Relationship Officer POSITION DESCRIPTION



Position Number:	3955
Department:	Communities and Lifestyle
Section:	Community Services Directorate
Position Status:	Fixed Term Full Time
Classification:	Level 4 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Administration Supervisor
Revised:	May 2023

General Position Statement

This position supports Council's direction by being responsible for the development and improvement of a broad range of community engagement initiatives across the Rockhampton Region. This position will facilitate opportunities to partner with organisations to benefit the Region and support key initiatives outlined in the Corporate Plan by creating strong relationships with the community and its people. In addition, this position will contribute to the enrichment of the Regions cultural heritage and act as a key liaison between Council and the community, focused on building trust and shared goals within our Region.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Engage with community groups and organisations across the Region to identify community needs and aspirations, and community driven responses.
- Act as a central point for community organisations wishing to gain Council support and facilitate connections where possible amongst the community.
- Develop an understanding of the needs and concerns of the community and opportunities for improvement.
- Identify, monitor and report on community needs, social trends and Government policy changes impacting community wellbeing and sustainability.
- Undertake project work and community events as directed by Supervisor that enhance relationships between Council and community, whilst ensuring compliance with relevant Acts, Regulations and Local Laws.
- Assist Councillors in their representation amongst community groups and forum.
- Facilitate the development and enhancement of the relationships with Traditional Land Owners'.
- Assist Council's Property officer to review and establish Indigenous Land Use Agreements in the Local Area.
- Develop an engagement strategy to connect volunteers to Council and the community.

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- Research other volunteer programs within council and align Rockhampton Regional Council manual, policy and procedure to the *National Standards for Volunteer Involvement*.
- Provide developmental assistance to community groups and networks in the Region to build their capacity and long-term sustainability.
- Contribute to and form part of a dynamic team that is results orientated and professional in the application of community development and engagement strategies.
- Refer matters that may impact upon the business, Council and employees to the relevant, Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Highly developed interpersonal skills and the ability to communicate with people from diverse backgrounds and experience.
- Demonstrated knowledge of volunteer frameworks.
- Experience with not-for-profit organisations.
- In depth knowledge and experience in the application of community development and engagement practices.
- High level networking and facilitation skills including the ability to work with diverse community groups, agencies and individuals within different geographical settings.
- Ability to research and draft replies to correspondence, reports and other documentation.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – Specific, Measurable, Achievable, Relevant and Timely.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

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Qualifications & Experience

- Relevant tertiary qualifications and work experience in a similar environment.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to work after hours and weekends when required.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Ability to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to work with screen-based equipment over long periods with prescribed rest breaks.
- Ability to set up public events, media briefings, public relations activities and field inspections.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	General Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	