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| **YRC HOR RGB.pngPosition Description** Community Engagement Advisor |
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# Position Identification

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| **Position Title:** | Community Engagement Advisor | **Position Number: Corporate Services** | TBC |
| **Classification:** | Band 6 | **Reports to:** | Coordinator Community Engagement |
| **Directorate:** | Corporate Services | **Budget responsibility:** | Not applicable |
| **Department:** | Customer and Communications | **No. of direct reports:** | Nil |
| **Job Family:** | Community Engagement (CEN) | **Delegation,**  **Authorisations and Appointment:** | Not applicable |
| **Date Approved:** | June 2022 |

# Yarra Ranges Corporate Values

We are a values based organisation and behave in a way that is consistent with our organisational commitment, vision and values

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| Commitment | Vision | Value |

We are committed to achieving excellence through improvement by applying the Business Excellence Framework.

# Position Purpose

The Community Engagement Advisor will support Council’s organisational objectives of delivering meaningful, authentic and responsive community engagement, by providing expert advice, support and guidance on the planning and delivery of Council’s engagement activities. The Advisor will support of an improved community engagement culture within the organisation, enhancing Council’s strategic focus, building connection and trust with community and strengthening Council’s reputation.

The Community Engagement Advisor will be responsible for:

* Providing clear, timely and advice to project leads across the organisation regarding Community Engagement planning and delivery activities.
* Improving processes to support consistent, relevant and responsive engagement practices
* Developing organisational capacity building activities including the Community. Engagement Community of Practice and delivering community engagement workshops.
* Promoting and utilising the full capacity of Council’s online engagement platform – Shaping Yarra Ranges.

The position requires predetermined after hours and weekend work, supporting community engagements at stand alone and community events.

All positions will be required to undertake roles and activities related to Business Continuity and Emergency Management in preparation for and during times of crisis.

*Yarra Ranges Council promotes the safety, wellbeing and inclusion of all children, including Indigenous children, children with a disability and children from culturally and/or linguistically diverse backgrounds. Council is committed to ensuring the protection of children against abuse, in line with the Victorian Child Safe Standards.*

# Key Responsibility Areas

**Customer Service Provider** *- Provides service directly to internal or external customers.*

* Provide advice to project leads across the organization on a range of innovative and effective techniques, to engage communities in Council’s decision-making process, deliver against Council’s objectives and strengthen community trust with Council.
* Promote and support others to apply the community engagement policy, framework and procedures.
* Develop and support the production of high-quality communication materials for community engagement projects where required
* Ensure relevant accessibility, content, sign-off and other process guidelines are followed.
* Clarify the nature of customer needs and then clearly communicate instructions and information to project leaders.
* Handle upset customers by hearing them out, empathizing, apologizing, and taking responsibility for resolving the issues.
* Manage one’s time and resources to ensure that work is completed efficiently and on schedule.
* Build positive relationships with customers while meeting their needs and exceeding their expectations
* Communicate complex ideas to customers in an engaging way that helps them apply the information

**Drive Cross-Functional Partnerships -** *Builds and leverages formal or informal high-performing, cross-boundary partnerships.*

* Provide advice and support when working with the communication officers within the team to develop information and promotional materials for the purposes of community engagement
* Coordinate community engagement activities across the organisation and work with other departments to develop engagement plans for projects that require community consultation
* Regularly liaise with Community Development Officers to help raise awareness of, and increase engagement with a range of local engagement activities
* Facilitate organisational Community Engagement ‘Community of Practice’ to help raise awareness about engagement projects underway and provide an opportunity to share and learn from others’ work

**Group Facilitator/ Trainer** *- Guides a group to acquire skills, make decisions, or complete tasks by facilitating group communication*

* Communicate clear instructions and information while facilitating meetings, training sessions, or group discussions.
* Use interpersonal skills and influence strategies to build relationships with group members and facilitate group agreement.
* Quickly address and dissipate conflicts among group members.

**High-Involvement Team Member** *- Works cooperatively with others to accomplish group goals***.**

* Communicate clear information and instructions to other team members.
* Help the Communications and Engagement team achieve its goals by sharing information, involving team members in decisions, and demonstrating commitment to the team.
* Anticipate problems or opportunities and take immediate action to address them.
* Set high standards of performance, quality, and accountability for oneself and others.
* Delivers clear, accurate and user friendly information and advice to client groups and team members.

**Internal Consultant / Technical Expert -** *Provides expert advice to others within the organization based on knowledge gained from professional training or work experience.*

* Quickly absorb expert knowledge and use it to advise others
* Gain the trust of others by being honest, keeping commitments, sharing information, and treating them with respect
* Build positive relationships with customers while meeting their needs and exceeding their expectations.
* Analyze information to understand problems or opportunities, generate alternative solutions, and recommend appropriate actions.
* Provide timely guidance and feedback to help others strengthen specific knowledge or skills.
* Communicate advice in an engaging way that helps others apply what they learn.
* Keep up with developments in an area of community engagement and use this knowledge to recommend innovative solutions.

# Position Specific Specialisations

* Sound understanding of the International Association for Public Participation (IAP2) engagement spectrum.
* Demonstrated experience in engaging stakeholders/community members on a range of projects.
* Excellent communications skills and experience in planning, developing, implementing and evaluating complex community engagement projects
* Experience in online community engagement platforms is advantageous.
* Experience in designing and delivering workshops or training.

# Position Banding Descriptors

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| Accountability and extent of authority |
| * The freedom to act is bound by policies, legislation, standards, codes of practice and/or budgets limited to programs and project managed * Impact of decisions can be wider reaching across the organisation |
| Interpersonal Skills |
| * Write reports in their field of expertise and/or external correspondence and/or documentation including but not limited to user guides, instructions, flow charts * Liaise with counterparts in other organisations and employees to discuss specialised matters |
| Judgement and decision making |
| * Tasks are less well defined and may require innovative solutions to complex problems * Guidance and advice is usually available * Some problem solving responsibility, however not a major component of this role |
| Management |
| * Plan and organise own work and/or that of others, internal or external to the organisation despite conflicting pressures |
| Specialist Skills and Knowledge |
| * Understanding of the organisation's long term goals and context of the position's function in the organisational context * Thorough understanding of relevant technologies and procedures |
| Qualifications and Experience |
| * Less formal qualifications with substantial relevant experience * Degree / Diploma or Tertiary qualifications with some relevant work experience |

# Position Specific Qualifications/Memberships

Qualifications or experience working in a Communications or Community Engagement field.

# Selection Criteria

The selection criteria for this position consists of the below core and position specific competencies (behaviours):

# 8.1 Core Organisational Competencies

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals

Customer Focus

Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers’ and own organisation’s needs.

Continuous Improvement

Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

# 8.2 Position Specific Competencies

Building Partnerships

Identifying opportunities and taking action to build strategic relationships between one’s area and other areas, teams, departments, units, or organisations to help achieve business goals.

Building Trust

Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message

Decision Making

Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one’s own behaviour to accommodate tasks, situations, and individuals involved.

Innovation

Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

Work Standards

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

# Conditions of Employment

Conditions of employment are in accordance with the Yarra Ranges Shire Council Enterprise Agreement 2021 and the Yarra Ranges Council Corporate Code of Conduct.

Applicants will require the following:

* Police Check - renewal required every 5 years
* Working with Children Check
* Proof of full COVID 19 Vaccination or approved medical exemption prior to commencement
* Australian licence in line with Council's Fleet Policy and Vic Road Regulations

Please refer to our website [www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au) for more information on our Corporate Values, Diversity and Inclusion, Emergency Management and Occupational Health and Safety.