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

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| **Position Title:** | Community Engagement Officer | **Position Number: Corporate Services** | TBC |
| **Classification:** | Band 5 | **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 Officer will support Council’s organisational objectives of delivering meaningful, authentic and responsive community engagement, by providing support in the delivery of Council’s engagement activities. The Officer will support improved community engagement practice within the organisation and have a strong focus on building connection and trust with community and strengthening Council’s reputation.

The Community Engagement Officer will be responsible for:

* Supporting organisational capacity building activities including the Community Engagement Community of Practice and professional development.
* Developing content and supporting the administration of Council’s online engagement platform, Shaping Yarra Ranges
* Communications support for identified community engagement activities
* Supporting face to face community engagement initiatives/events as required.

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.*

* Build positive relationships with customers while meeting their needs and exceeding their expectations.
* 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 attempt to meet or exceed customer expectations
* Handle upset customers by hearing them out, empathizing, apologizing, and taking responsibility for resolving the issues
* Follow up customer requests, comments and feedback to ensure appropriate resolutions.
* Clearly communicate instructions and information to customers
* Manage own time and resources to ensure that work is completed efficiently and on schedule

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

* Communicate clear information and instructions to other team members
* Help the 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
* Keep up with developments in an area of expertise and use this knowledge to recommend solutions
* Set high standards of performance, quality, and accountability for oneself and others

**Information Coordinator** *- Organizes information into correspondence, minutes, or forms; prepares information for dissemination to others; organizes and stores information; responds to requests for currently available information.*

* Capture and share notes and minutes from Community Engagement - Community of Practice and other internal meetings
* Proactively develop and use collaborative work relationships to accomplish work goals
* Organize information from community engagements and communicate it to relevant internal individuals or groups
* Check for errors and omissions in information outputs and correct them
* Collate internal data from Shaping Yarra Ranges and ‘engagement on the road activities.

**Schedule/Planner** *- Plans and/or schedules other individuals or resources to meet requirements.*

* Develop and use collaborative work relationships to accomplish work goals
* Develop schedules, timelines, and milestones for self and others to ensure work is they completed on time
* Schedule available resources to ensure that work is completed efficiently
* Anticipate problems or opportunities and take immediate action to address them

# Position Specific Specialisations

* 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 community engagement projects and events.
* Experience in online community engagement platforms is advantageous.

# Position Banding Descriptors

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| Accountability and extent of authority |
| * Prime responsibility is to provide direct support and assistance to more senior employees * Prime responsibility is to provide advice to others including community members |
| 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 * Gain cooperation from the public and/or other employees in the administration of well defined activities |
| Judgement and decision making |
| * Tasks are clearly defined, often complex or technical problems requiring some creativity and originality. * Some problem solving responsibility, however not a major component of this role |
| Management |
| * Plan and organise one's own work |
| Specialist Skills and Knowledge |
| * Appreciation 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 some relevant experience\ |

# Position Specific Qualifications/Memberships

Qualifications or experience working in a Communications / Community Engagement fields

# 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 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.

Managing Conflict

Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.

Managing Work (includes Time Management)

Effectively managing one’s time and resources to ensure that work is completed efficiently.

Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

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.