

Position Description

Senior Officer - Social Planning and Community Capacity Building

July 2021

DETAILS

Department	Community Development
Division	City Planning
Supervisor	Manager Community Development
Direct Reports	Community Capacity Administration Officer
Grade	16
Delegation of Authority	As per Delegated Authority Policy
Budget	NA
City Plan Directions	Meet the needs of our diverse community and provide equitable access to social services and Infrastructure. Strong partnerships between the Council, Community Groups and Government agencies.

PURPOSE

To support community capacity building by empowering and strengthening our community and enabling positive change through understanding social trends and developing resources to assist communities to be resilient and adaptive.

To provide leadership and coordination in the consultation, research, development, and delivery of Councils:

- Social planning, analysis, and policies
- Community Investment Program (Councils grants program)
- Disability Inclusion Action Plan (DIAP)
- Affordable and Transitional Housing Programs

KEY ACCOUNTABILITIES

1. Lead and facilitate the development, monitoring and review of Council's social/community plans and policies including research, consultation, data analysis and preparation of reports.
2. Provide social and community planning input into Council's broader planning processes, including DA assessments, State of Environment or related reporting, City Plan, Management Plan, Section 94 Plans.
3. Provide advice and assist in the development of affordable housing projects and oversee the management of Council's Affordable and Transitional Housing Program.
4. Oversee the delivery, assessment and evaluation of Councils grants program known as the 'Community Investment Program'
5. Assist in the preparation of Strategic Planning policies and guidelines with input on social needs and issues.

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INTEGRITY - CUSTOMER FOCUS - ACCOUNTABILITY - RESPECT - EXCELLENCE

6. Assist in preparing briefs and supervising consultants.
7. Update and report on Councils Disability Inclusion Action Plan while overseeing the implementation of the DIAP through multiple Council departments
8. Represent Council on various community and government meetings and committees.
9. Liaise with Councillors, government departments and community groups as required.
10. Demonstrate a commitment to Councils values
11. Other responsibilities and tasks as determined by the Director, City Planning and/or Manager Community Development.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Relevant tertiary qualifications in Social Sciences, Social Planning, Town Planning or related discipline, together with relevant work experience or extensive related work experience.
2. A high level of research, analysis, and policy development skills.
3. Proven experience in identifying community needs and developing policies, strategies, and actions to address these issues
4. Demonstrated experience in management of staff within the community sector
5. Strong knowledge, understanding and experience in community development and engagement/consultation practices.
6. Ability to deliver organisation strategic and operational outcomes.
7. Understanding of the role of Local Government in community services planning and delivery.
8. Experience in community grants management procedures
9. Highly developed interpersonal and group facilitation skills.
10. Demonstrated financial management skills and experience in managing an operational budget
11. Demonstrated computer literacy skills in a range of business software.
12. Demonstrated commitment to EEO, WH&S and the principles for a culturally diverse society.
13. Class C Motor Vehicle Licence.

DESIRABLE

1. Experience working in a Local Government context.
2. Knowledge of affordable and transitional housing issues.

COMPETENCIES

ESSENTIAL

Building Partnerships

Developing and leveraging relationships within and across work, government and community groups to achieve results.

Facilitating Change

Encouraging others to implement better approaches to address problems and opportunities, leading the implementation and acceptance of change within the workplace.

Driving Innovation

Creating an environment (culture) that inspires people to generate novel solutions with measurable value for existing and potential customers (internal or external); encouraging experimentation with new ways to solve work problems and also seize opportunities that result in unique and differentiated solutions.

Technology Savvy

Leveraging an understanding of digital tools, solutions, challenges, and emerging trends to expedite individual and team productivity; taking advantage of technology tools to uncover complicated business issues, develop practical solutions, create more customer value, and discover new business opportunities.

Planning and Organising

Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.

Building Customer Relationships

Ensuring that the internal and external customer's needs are met; building productive relationships with high-priority customers; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.

Decision-making

Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimizes probable consequences.

Influencing

Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.

Emotional Intelligence

Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour; leveraging insights to effectively manage own responses so that one's behaviour matches one's values and delivers intended results.

Guiding Team Success

Using appropriate methods and a flexible interpersonal style to build, motivate, and guide a cohesive team to complete team goals.

Coaching

Engaging an individual in developing and committing to an action plan that targets specific behaviours, skills, or knowledge needed to ensure performance improvement or prepare for success in new responsibilities. Planning and supporting the development of individuals' knowledge, skills, and abilities so that they can fulfill current or future job responsibilities more effectively.

Delegation and Empowerment

Identifying and leveraging opportunities to accelerate results and build capability by assigning tasks and decision-making responsibilities to individuals or teams with clear boundaries, expectations, support, and follow-up.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	YES
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES

Criminal History Check

YES

Record keeping responsibilities

YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.