

# Position Description

## Coordinator - Community Connection

April 2020

### DETAILS

Department	Community Development
Division	Community and Culture
Supervisor	Manager Community Development
Direct Reports	Community Development Officers Community Project Officers Community Support Worker Home Modification and Maintenance Officers
Grade	18
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 provide leadership and coordination in the consultation, development, planning and delivery of strategies, partnerships, projects and support which enable positive change, empower our community, and create meaningful connection.

Liaise at the highest levels with local and regional social service providers and government agencies to develop effective partnerships and collaborative practices to secure the best outcomes for disadvantaged and vulnerable communities.

### KEY ACCOUNTABILITIES

1. Manage the 'Community Connections' team to meet the objectives of their positions
2. Carry out projects, implement programs, and evaluate the effectiveness of Council's community development programs and services.
3. Develop annual team budgets, operational plans, and related reporting requirements.
4. Review policy and planning documents developed by Community Development team members.
5. Prepare reports, submissions for funding and other correspondence in a timely manner, as required.
6. Coordinate the activities of the positions funded by external grants and prepare reports as required.
7. Provide funding reports/acquittals to government departments as required.
8. Provide input, leadership and recommendations into the strategic direction and planning of Council as required.
9. Inform, encourage, advocate for, and consult with the community in the provision of community programs and facilities.

D0384



INTEGRITY – CUSTOMER FOCUS – ACCOUNTABILITY – RESPECT – EXCELLENCE

10. Represent Council on various community and government meetings and committees.
11. Liaise with Councillors, government departments and community groups as required.
12. Demonstrate a commitment to Council's values and encourage same from community development staff.
13. Identify and recommend funding opportunities for community service projects, activities, and the provision of programs in partnership with community-based organisations.
14. Identify and prioritise community needs and facilitate, in partnership with local community-based organisations, the development of programs, projects to meet these needs within the organisation's budgetary limitations.
15. Other responsibilities and tasks as determined by the Director, Community and Culture and/or Manager Community Development.

## KNOWLEDGE, SKILLS AND ABILITIES

### ESSENTIAL

1. Relevant tertiary qualifications in Social Sciences or related discipline, together with relevant work experience in the community services sector, or extensive work experience in the community services sector.
2. Demonstrated experience in leadership and management of staff within the community sector
3. Proven experience in identifying community needs and developing community initiatives, partnerships, programs, and projects.
4. Strong knowledge, understanding and experience in community development and engagement practices.
5. Proven experience in research, report writing and funding applications with the ability to interpret and present data.
6. Ability to deliver organisation strategic and operational outcomes.
7. Proven experience in managing and influencing stakeholder relationships including mediation, presentation, collaboration, and networking skills with both internal and external stakeholders.
8. Highly developed interpersonal and group facilitation skills.
9. Demonstrated financial management skills and experience in managing an operational budget
10. Demonstrated computer literacy skills in a range of business software.
11. Demonstrated commitment to EEO, WH&S and the principles for a culturally diverse society.
12. Class C Motor Vehicle Licence.

### DESIRABLE

1. Change Management experience.
2. Experience working in a Local Government context.

## 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.