

# CLARENCE VALLEY COUNCIL

## Position Description

### Coordinator Community Engagement

<b>Directorate</b>	Corporate and Governance Directorate
<b>Location</b>	Grafton
<b>Classification/Grade/Band</b>	Grade 14
<b>Position Code</b>	4402000
<b>Date position description approved</b>	December 2021

## Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

## Values



## Primary purpose of the position

The Coordinator Community Engagement plays a lead role in engaging with our community to ensure their aspirations inform our strategies and plans. The position leads and manages a team that supports key priorities in these strategies and plans, to enable healthy, connected and inclusive communities whilst also collaborating with internal and external partners to ensure Council services are aligned with community aspirations and goals.

## Key accountabilities

Within the area of responsibility, this position is required to:

- Lead and manage the day-to-day operations of the Community Engagement team, including First Nations, Youth, Age/Disability, Families, and Community Safety engagement.
- Take a lead role in facilitating community engagement that informs the development of Council Integrated Planning and Reporting documentation through enhanced community participation.
- Facilitate and coordinate engagement opportunities between community members and the various service providers to support the development of projects and initiatives that enhancement capacity and capability across our communities (First Nations, youth, age/disability, families, and community safety).
- Facilitate, support, and influence the building of collaborative partnerships of community-based organisations with other levels of government and Clarence Valley communities.
- Conduct research and compile expert advice on business best practice to inform and support Council decision making regarding future project proposals to meet the social needs of the Clarence Valley Community.
- Overseeing an integrated and strategic approach to the development, maintenance and delivery of well considered, resourced and planned community development projects and programmes that deliver Council operational and strategic goals.
- Oversee the facilitation, education and submission of community group grant funding applications to support the development of community lead capability and capacity building projects.
- Overseeing the coordination and management of the Treelands Drive Community Centre.

## Key challenges

- Coordinating and managing the day-to-day work of a professional, community focused team, working across a large geographical area requires an energetic, coordinator who can articulate strategic and operational goals to engage and inspire staff.
- To create a working environment that empowers staff and promotes the use of initiative and creative thinking to achieve Council strategic and operational objectives.

## Key internal relationships

Who	Why
Manager Cultural, Community & Industry	<ul style="list-style-type: none"> <li>• Liaise to obtain strategic direction and guidance on Community Services</li> <li>• Provide advice on emerging issues.</li> </ul>
Community Development Team	<ul style="list-style-type: none"> <li>• Communicate strategic priorities and direction from senior management. Liaise to provide day to day direction and guidance on area of responsibility matters.</li> <li>• Communicate strategic priorities and direction from Manager CCI to the Team.</li> <li>• Provide leadership, support, and guidance to inspire and motivate the team to deliver high quality, effective, people-focused services</li> </ul>
Managers & Staff	<ul style="list-style-type: none"> <li>• Provide leadership and direction to influence decisions and support initiatives that contribute to achieving Council objectives.</li> <li>• Collaborate to ensure that community services projects and services are aligned with business needs and strategic direction.</li> </ul>

## Key external relationships

Who	Why
General public, Media, Government agencies, business community and other stakeholders, Members of the public and ratepayers	<ul style="list-style-type: none"> <li>• Establish and maintain collaborative relationships with a community focus.</li> <li>• Provide engaging opportunities for participation in Council activities.</li> <li>• Deliver programs and activities that meet the needs of target groups.</li> </ul>

## Key dimensions

### Decision making

Makes decisions and acts within Council's core values, ethical standards, strategic plans, policies and priorities, legislative and regulatory frameworks, delegations, policy and procedural frameworks and guidelines.

Reports to	Manager Cultural, Community and Industry
Direct reports	8 direct report: <ul style="list-style-type: none"><li>• 6 x Community Development Officers</li><li>• Administration Officer</li><li>• Community Centre Officer (TDCC)</li></ul>
Indirect reports	Nil



### Essential requirements

- Tertiary qualifications in community engagement, community development or a related discipline or equivalent relevant industry experience.
- Demonstrated experience in leading organisational community engagement activities.
- Current Drivers Licence.

### Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at [www.lgnsw.org.au/capability](http://www.lgnsw.org.au/capability)

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Manage Self</b>	<b>Adept</b>
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	<b>Community and Customer Focus</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	<b>Create and Innovate</b>	<b>Adept</b>
	Deliver Results	Adept
 Resources	<b>Finance</b>	<b>Adept</b>
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Adept
	<b>Inspire Direction and Purpose</b>	<b>Adept</b>
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b> Community and Customer Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer-focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b> Create and Innovate	Adept	<ul style="list-style-type: none"> <li>• Produces new ideas, approaches or insights</li> <li>• Analyses successes and failures in the organisation for insights to inform improvement</li> <li>• Identifies ways in which industry developments and trends impact on own business area</li> <li>• Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation</li> <li>• Identifies, shares and encourages suggestions for organisational improvement</li> <li>• Experiments to develop innovative solutions</li> </ul>

## Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
<b>Resources</b> Finance	Adept	<ul style="list-style-type: none"> <li>• Uses basic financial terminology appropriately</li> <li>• Considers the impact of funding allocations on business models, projects and budgets</li> <li>• Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition</li> <li>• Prepares and evaluates business cases with due regard for long term financial sustainability</li> <li>• Applies high standards of financial probity with public monies and other resources</li> <li>• Identifies, monitors and mitigates financial risks</li> </ul>
<b>Workforce Leadership</b> Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> <li>• Demonstrates passion, enthusiasm and personal dedication to the organisation's vision</li> <li>• Translates organisation and unit objectives into team goals and plans to help staff understand the links</li> <li>• Builds a shared sense of purpose through involving people in the process of cascading goals</li> <li>• Motivates staff by providing autonomy in how they do their work, saying thanks and celebrating successes</li> <li>• Takes opportunities to recognise and reward individual and team efforts and performance</li> </ul>