

Melton City Council

# Community Participation and Connection Officer

Position Description

PD: 00496

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Community Participation and Connection Officer
Directorate	City Life
Business Unit	Healthy Connected Communities
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 – 2026 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Team Leader Community Participation and Connection
Supervises	<ul style="list-style-type: none"><li>• Contract Tutors</li><li>• Volunteers and students</li><li>• Admin Support Officers</li><li>• External Service Providers (onsite)</li></ul>
Internal liaisons	<ul style="list-style-type: none"><li>• All Council departments and Officers</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Residents and community members</li><li>• Community Centres</li><li>• Community Groups</li><li>• Neighbourhood Houses</li><li>• Educational Institutions</li><li>• Community Organisations</li><li>• Government Bodies and Agencies</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to



familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

#### **4. Child Safe Environment**

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

#### **5. General Information**

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

#### **4. Position objectives**

- Activate community through facilitated, locally accessible, community driven experiences, programs and projects within the budgets.
- Solve problems with some creativity to create vibrant community activity, programming and service needs in local neighbourhoods that are responsive to and lead by community with frequent prior consultation with the line manager.

#### **5. Key responsibility areas**

- Working collaboratively with stakeholders and community to plan, implement, and evaluate a suite of programs and activities that respond to the identified needs of the local community.
- Activate community through facilitation of community initiated and driven opportunities for residents to develop responses and solutions to locally important needs and issues.
- Support the development and implementation of a range of community engagement processes to identify local themes and build capacity of the broader Melton community.
- Build effective relationships with relevant stakeholders and promote Council's Community Centre's and Neighbourhood Houses and the programs, services and activities delivered from those facilities.
- Administer the relevant processes associated with external funding including Neighbourhood Houses to ensure Council meets all accountability requirements.
- Recruit and provide direction and support to contract tutors, admin support officers, , volunteers, and students working within Council's community facilities.
- Actively participate in building partnerships, networks, and stakeholder relationships to improve community outcomes.
- Prepare and implement community activities and communications.

## 6. Accountability and extent of authority

- Accountable for effectively co-ordinate and follow Council's policy and procedures to ensure compliance for all Council run programs and activities.
- Monitor and advice on trends, directions, and the needs of community in particular geographic areas.
- Provide leadership to Council's program contract tutors, volunteers, and students are trained in safe working practices.
- Timely deliver on funding agreements, agreed work and service plans.
- Ensure accountability requirements to Council, its partners and external funding bodies are met while keeping regular reporting.
- Advocate for community needs and ensure referrals to Council and other organisations are appropriate and conducted in such a way as to minimise inconvenience to community members.
- Monitor and participate in the development of budgets.

## 7. Judgement and decision making

- Work independently and make decisions on a daily basis within the area of professional expertise and in accordance with approved performance plan, Council policies and strategies.
- Problem solve on day-to-day issues and solutions not related to previously encountered situations and some creativity and originality is required and direction should be sought when required.
- Seek and apply for appropriate external funding opportunities to support community programs and activities.

## 8. Specialist skills and knowledge

- Understanding of the role and function of the senior employees, Community engagement, community development, and management of community programs and activities.
- Understanding of community consultation processes with an understanding of the required commitment to a collaborative approach.
- Summarise relevant issues and trends for the continuous improvement of administered programs and policy.
- Ability to provide advice and support to relevant committees and stakeholders within Council guidelines and policy parameters.
- Demonstrated skill to initiate an appropriate organisational response to ensure customers receives the best possible service.

## 9. Management skills

- Skills in managing time, setting priorities and planning and organising own work and that of supervised employees, volunteers and students so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Excellent communication skills (written and verbal) including the ability to adapt communications to identified need and/or purpose, build relationships and gain cooperation with stakeholders with varied levels of understanding and/or experience.
- Work effectively within a team environment.
- Liaise and empathise with a diverse range of residents and community organisations.
- Represent and participate within identified Council planning meetings, sector meetings and forums relevant to community programs and services.

## 10. Qualifications and experience

- Degree or diploma in community development, social sciences, learning or education with little or no relevant work experience, or lesser formal qualifications with relevant work skills and experience.
- Computer software, including Microsoft Office Applications and Internet technology.
- Current valid Victorian driver's licence.
- Current Working with Children Check (for employment).

## 11. Key Selection Criteria

1. Degree or diploma in community development, social sciences, learning or education with little or no relevant work experience, or lesser formal qualifications with relevant work skills and experience.
2. Excellent communication skills (written and verbal) including the ability to adapt communications to identified need and/or purpose, build relationships and gain cooperation with stakeholders from a broad range of backgrounds.
3. Experience in activating local communities and community centres using a community development-based framework.
4. Experience in the promotion of community centres, programs, activities and events
5. Ability to identify and initiate new opportunities and be innovative in developing new concepts to improve community outcomes.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Manager Healthy & Connected Communities	April 2024	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date

