

Community Engagement Partner Position Description



Position number:	0214
Classification:	Band 6, temporary full time until 31 January 2023
EA:	Moreland City Council Enterprise Agreement
Department:	Engagement and Partnerships
Branch:	Community Engagement
Unit:	Public Participation
Reports to:	Unit Manager Community Engagement and Public Participation
Supervises:	Nil.
Approved by:	Manager Community Engagement

Organisational values:



Date Created: **July 2021**

Date Modified:

Date Approved:

Date Printed:

Position objectives

Moreland Council has a target to reach the top 25% of Councils for excellence in community engagement. We are working to build our organisational capacity and capability to have great conversations with our community, and to involve them in the decisions that impact and interest them. Our goal is to create a truly engaging culture at Moreland built on strong and productive partnerships with our community.

The Community Engagement Partner has a relationship-focused, capacity building approach to engaging both Council and the community. The role provides specialist advice and works to build the capacity of Moreland Council to deliver effective community engagement, while also building Council's relationship and reputation with the Moreland Community. Specifically, the role aims to:

- build Moreland Council's capacity and capability in community engagement through delivery of actions in the Community Engagement Policy Implementation Plan 2020-2024.
- advise the organisation on best practice public participation guided by Council's Community Engagement Policy 2020.
- help staff at Moreland Council feel excited about, and skilled in accessible, inclusive engagement and partnership building with the Moreland community. This includes demonstrating leadership, and providing strategic advice, training and tools for staff.
- build positive relationships with Moreland's community both in person and online to enable communities to work more effectively with Moreland City Council, and to ensure Council is better informed about the interests, opportunities and expectations of its diverse community.

Key responsibility areas

Leadership on accessible and inclusive engagement, and community strengthening projects (50%)

- Support the Unit Manager Community Engagement and Public Participation to establish Moreland Council as a leader in accessible and inclusive engagement across Victorian LGAs.
- Use a high level of leadership to develop and implement Moreland Council's access and inclusion engagement portfolio including provision of training and tools for staff.
- Advise internal and external stakeholders in the use of a range of approaches to achieve high quality outcomes in engaging Moreland's diverse community.
- Support and advise Moreland City Council on the planning, development, implementation and evaluation of accessible and inclusive engagement approaches.
- Establish and/or actively participate in working groups within and external to Council to promote and implement inclusive and innovative engagement and partnerships strategies.
- As required, facilitate the coordination of strategic community partnerships of Moreland Council.
- Provide support to implement Moreland Council's Accessible Information and Inclusive Communications Policy.
- Coordinate internal champion groups, and external groups aimed at raising the profile of accessible and inclusive engagement at Moreland.

Community engagement capacity building and delivery of projects (50%)

- Support the Unit Manager Community Engagement and Public Participation to implement Moreland Council's Community Engagement Policy and Implementation Plan.
- As required, provide direct project support to deliver high quality engagement outcomes for Moreland City Council's priority engagement projects.

- Develop and/or participate in Community Engagement training programs for internal and external staff and stakeholders to build capacity in high quality, accessible and inclusive community engagement.
- Project manage work programs including working with suppliers, project budgeting and financial administration.
- As required, undertake the delivery of engagement projects on behalf of Moreland Council.
- Contribute to preparing, developing, implementing and evaluating the Community Engagement and Public Participation Unit policies, procedures, guides, standards and processes.
- Provide regular statistics and reports to the Unit Manager Community Engagement and Public Participation and other Moreland Council officers as required.
- Provide information and analysis of stakeholder and community views in relation to projects and services and make recommendations on new and existing projects, programs and services.
- Provide prompt and professional responses to any requests from the community or stakeholders, in accordance with Council policy, strategy and objectives.
- Undertake or provide advice in relation to qualitative or quantitative social research and community engagement techniques, specifically the design, implementation and analysis of digital engagement methods which inform the strategic planning activities of Council and its services to Moreland's diverse community.
- Clearly present complex issues; ensuring appropriate and adaptive communication styles for internal and external stakeholders, including hard-to-reach groups.
- Assist in the proactive dissemination of social research, demographic data and community engagement tools and systems and prepare information for use by internal and external stakeholders and the broader community as required.
- Provide support as required to progress projects and service offerings of Council's community engagement portfolio.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	All levels of staff at Moreland City Council and Councillors.
External Relationships	Community members, local businesses, government and non-government stakeholders, consultants, and other local government representatives.

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

1. Accountability and Extent of Authority:

- Freedom to act is prescribed by a more senior position and is governed by clear objectives and/or budgets. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by a more senior employee is usually available.
- Accountable for the delivery of timely, accurate and effective advice to guide and/or regulate clients.
- Authorised to contribute formal input into policy development within area of expertise and/or management.

2. Judgement and Decision Making:

- Exercising initiative and fairness in the investigation of internal and external information and data sources.
- Utilise judgement in the development and application of appropriate social research and community engagement approaches depending upon the project being undertaken.
- Providing accurate and timely advice and support to Management and staff relating to Council and organisational policies, strategies and procedures.
- Using initiative to problem solve and make decisions in line with the responsibility of this position. Problem solving may involve adapting previous experiences to new situations.
- Guidance and advice is usually available.

3. Specialist Knowledge and Skills:

- Strong written skills including previous experience in the preparation of written reports and briefing papers.
- Strong capabilities in building and maintaining constructive partnerships with stakeholders to build capacity and skills in community engagement.

- Knowledge of, and ability to coordinate a digital engagement platform.
- Knowledge in the application of quantitative social research and community engagement approaches and analysis, including an understanding of survey design and research methodologies.
- Knowledge of and ability to implement various models of community consultation and engagement, including the application of the IAP2 Public Participation Spectrum.
- Understanding of planning for access, social equity and inclusion.
- Familiarity with budgeting techniques.

4. Management skills:

- Preparation of Council reports.
- Proficient skills in managing time and setting priorities and planning one's own work to achieve a broad range of outcomes in the most efficient way possible within the resources available and within a set timetable.
- Demonstrated ability to work with limited supervision.
- Demonstrated ability to participate in project teams and work in a multi-disciplinary team environment.
- Project management, planning and organisational skills.

5. Interpersonal Skills:

- Ability to gain cooperation, develop and maintain effective working relationships with internal stakeholders, and provide information and advice to assist them to understand the potential for community engagement, evaluation and research strategies in their business.
- Ability to identify customer/stakeholder needs and expectations, decide the appropriate action and respond accordingly.
- Highly developed skills in oral and written communication.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.
- Ability to work effectively as a member of a team and gain commitment from other staff for priority projects.
- Political acumen.

6. Qualifications and Experience:

- Tertiary qualifications to degree level in social planning, community development or a relevant field, and past experience in a similar local government role.
- A 'people person' and team player with a strong customer service focus as well as demonstrated experience in building constructive and productive working relationships with colleagues in order to bring about positive organisational change.
- Knowledge and demonstrated experience in the methodologies, principles and practice of community engagement.
- Excellent written and verbal communication skills including presentation skills.
- High level project management, planning and organisational skills with demonstrated experience in leading and delivering projects on time and within budget.

The following qualifications and experience are desirable for the position:

- Demonstrated knowledge of Local Government and relevant legislation.
- Group facilitation skills training.
- IAP2 Certificate in Engagement.
- Previous experience in social planning.

- Communications skills training.
- Digital engagement skills.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	()
-below 10kgs	()	()	(x)	()
Manual handling frequency	()	()	()	()
Repetitive manual work	()	()	()	()
Repetitive bending/twisting	()	()	()	()
Working with arms above head	()	()	()	()
Lifting above shoulder height	()	()	()	()
Using hand tools – vibration/powerful	()	()	()	()
Operating precision machinery	()	()	()	()
Close inspection work	()	()	()	()
Wearing hearing protection	()	()	()	()
Wearing eye protection	()	()	()	()
Working in dusty conditions	()	()	()	()
Working in wet/slippery conditions	()	()	()	()
Wearing Gumboots	()	()	()	()
Wearing safety shoes/boots (steel cap)	()	()	()	()
Working with chemicals/solvents/detergents	()	()	()	()
Washing hands with soap (hygiene)	()	()	()	()
Working at heights	()	()	()	()
Working in confined spaces	()	()	()	()
Working in chillers (+4 degrees C)	()	()	()	()
Performing clerical duties	()	()	(x)	()
Working on a keyboard	(x)	()	()	()
Driving cars and/or trucks	()	()	(x)	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- Tertiary qualifications to degree level in communications, community development or a relevant field, and past experience in a similar local government role.
- A 'people person' and team player with a strong customer service focus as well as demonstrated experience in building constructive and productive working relationships with colleagues in order to bring about positive organisational change.

- Knowledge and demonstrated experience in the methodologies, principles and practice of community engagement including understanding of principles of access, social equity and inclusion.
- Excellent written and verbal communication skills including presentation skills.
- High level project management, planning and organisational skills with demonstrated experience in leading and delivering projects on time and within budget.