

COMMUNITY ENGAGEMENT PARTNER

Position Description



Merri-bek
City Council

Position number:	0213
Classification:	Band 6
EA:	Moreland City Council Enterprise Agreement
Directorate:	Community
Branch:	Community Engagement
Unit:	Community Engagement & Public Participation
Reports to:	Unit Manager Community Engagement & Public Participation
Supervises:	N/A
Approved by:	Manager Community Engagement

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



Position objectives

Merri-bek 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 Merri-bek built on strong and productive partnerships with our community.

The Community Engagement Partner is jointly responsible for planning community engagement and community strengthening initiatives for Council, and 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 Merri-bek Council to design and deliver effective community engagement, while also building Council's relationship and reputation with the Merri-bek community. Specifically, the role aims to:

- Build Merri-bek Council's capacity and capability in community engagement through delivery of actions in the Community Engagement Policy and Portfolio Plan.
- Advise the organisation on best practice community engagement (guided by the Local Government Act 2020, Council's Community Engagement Policy 2020 and the International Association of Public Participation [IAP2]).
- Help staff at Merri-bek Council feel excited about, and skilled in accessible, inclusive engagement and partnership building with the Merri-bek community. This includes demonstrating leadership, and providing strategic advice, training and tools for staff.
- Build positive relationships with Merri-bek's community both in-person and online to enable communities to work more effectively with Merri-bek City Council, and to ensure Council is better informed about the interests, opportunities and expectations of its diverse community.

Key responsibility areas

Leadership on community engagement and community strengthening projects (50%)

- Support the Unit Manager Community Engagement and Public Participation to establish Merri-bek Council as a leader in community engagement and community strengthening across Victorian LGAs.
- Advise internal and external stakeholders in the use of a range of approaches to achieve high quality outcomes in engaging Merri-bek's diverse community.
- Support and advise Merri-bek 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 engagement and partnerships strategies.
- As required, facilitate the coordination of strategic community partnerships of Merri-bek Council.
- Provide support to implement Merri-bek 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 Merri-bek.

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

- Support the Unit Manager Community Engagement and Public Participation to implement Merri-bek Council's Community Engagement Policy and Portfolio Plan.
- As required, provide direct project support to deliver high quality engagement outcomes for Merri-bek 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 Merri-bek Council. This includes, on occasion, some out-of-hours work on evenings and weekends.
- 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 Merri-bek 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, including the design, implementation and analysis of digital engagement methods which inform the strategic planning activities of Council and its services to Merri-bek'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.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

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.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.

- 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 Merri-bek 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 the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 6. Employee Band 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:

- Knowledge of and ability to implement various models of community consultation and engagement, including the application of the IAP2 Public Participation Spectrum and Core Values.
- Strong capabilities in building and maintaining constructive partnerships with stakeholders to build capacity and skills in community engagement.
- Knowledge in the application of quantitative social research and community engagement approaches and analysis, including an understanding of survey design and research methodologies.
- Ability or willingness to develop ability in facilitating workshops, focus groups and other qualitative social research and community engagement activities.
- Understanding of the legislative context of community engagement at a local government level in Victoria since the adoption of the Local Government Act 2020.
- Understanding of planning for access, social equity and inclusion.
- Understanding of social policy and social impact assessment methodologies.
- Familiarity with budgeting techniques.

4. Management skills:

- 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 with the ability to prepare Council reports and briefing papers.
- 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:

- A tertiary degree in social science, social planning, community development or related fields.
- Demonstrated experience in facilitating focus groups and workshops.
- Demonstrated experience in undertaking quantitative social research including survey design, statistical analysis and collation of information.
- Demonstrated experience working with and gaining the cooperation of range of internal and external stakeholders, including hard to reach groups.

- Specialist skills and experience in accessible and inclusive community engagement, and a commitment to social justice principles and citizen empowerment.

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 and research with a specific focus on access, social equity and inclusion.

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	()	()	(X)	()
Repetitive manual work	()	()	()	()
Repetitive bending/twisting	()	()	(X)	()
Working with arms above head	()	()	()	()
Lifting above shoulder height	()	()	(X)	()
Using hand tools – vibration/powerful	()	()	()	()
Operating precision machinery	()	()	()	()
Close inspection work	()	()	()	()
Wearing hearing protection	()	()	()	()
Wearing eye protection	()	()	()	()
Working in dusty conditions	()	()	()	()
Working in wet/slippy 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 social science, social planning, community development or a relevant field, plus IAP2 accreditation, and previous relevant local government experience.
- A 'people person' and team player with capability in supporting and building the capacity of teams to develop skills in community engagement.
- Knowledge and demonstrated experience in the methodologies, principles and practice of community engagement, and the relationship of this with organisational risk and reputation.
- Demonstrated experience in undertaking quantitative social research including survey design, statistical analysis and collation of information.
- Excellent written and verbal communication skills including presentation, facilitation and stakeholder engagement.
- High level project management, planning and organisational skills with demonstrated experience in leading and delivering projects on time and within budget.

