

## POSITION DESCRIPTION

<b>Position Title:</b>	Coordinator Community Services
<b>Position Number:</b>	1001
<b>Group:</b>	Organisation & Community Capacity
<b>Business Unit:</b>	Community Service Delivery
<b>Service Unit:</b>	Community Services
<b>Reports To:</b>	Manager Community Service Delivery
<b>Grade:</b>	15
<b>Hours Of Work:</b>	35
<b>Last Date Of Review:</b>	April 2024
<b>Last Date Of Evaluation:</b>	October 2016

### Role Function Summary

The Coordinator Community Services is responsible for providing leadership and oversight to a multi-disciplined team providing council's community services, including library, youth programs and childrens services. The role ensures that operations are compliant with legislative requirements and works to create an environment of lifelong learning by offering responsive services and resources that inform, educate, and enrich the lives of community members. The position involves collaborating with internal and external stakeholders to achieve organisational objectives.

### Key Responsibilities (Major and Essential Job Functions)

- Ensure compliance with relevant legislative requirements, regulations, and policies governing community services operations.
- Ensure effective and efficient achievement of Community Services objectives identified in the Community Strategic Plan, Delivery Program and Operational Plan.
- Provide guidance and mentorship to employees through line management, including training and development, recruitment, retention, and performance management.
- Ensure services deliver a high level of customer satisfaction through continuous improvement initiatives, industry, and technological advancements which proactively identify and respond to changing community needs.
- Lead the team to actively engage with community members to understand their needs and aspirations, fostering partnerships with stakeholders to expand resources and support for community services.
- Oversee the day-to-day operations of the Singleton Public Library, Singleton Youth Venue, Colleen Gale Children's Centre, OOSH and Mobile Preschool in accordance with organisation policies and procedures.
- Support the Manager in undertaking planning, preparation and review of plans and strategies, preparing, and reviewing relevant budgets.
- Provide regular and timely reporting to the Manager of team activities, financial operations, staffing and statutory matters.
- Manage budgetary allocations and resources effectively to ensure optimal service delivery, identifying opportunities for resource optimisation and seeking external funding sources as needed.
- Represent the council at community events, meetings, and forums, advocating for the importance of community services and promoting collaboration and partnerships.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence, and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

### Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission, and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

<b>Community Vision</b>	Singleton. Vibrant, progressive, connected, sustainable & resilient.
<b>Organisation Vision</b>	ESP - <b>Engaged</b> people; <b>Safe</b> and <b>Sustainable</b> workplace; and a <b>Performance</b> based culture.
<b>Our Purpose</b>	To "create community".
<b>Values and Behaviours</b>	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> <li>• <b>Accountability:</b> We know what we do and do what we say.</li> <li>• <b>Connected:</b> We work together to create community.</li> <li>• <b>Integrity:</b> We do the right thing.</li> <li>• <b>Care:</b> We are people that care.</li> <li>• <b>Adaptable:</b> We are ready to respond.</li> </ul>
<b>Safe Workplace</b>	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
<b>Policies and Procedures</b>	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management, and quality assurance as they relate to this position.</p>

### Organisational Relationships

<b>Internal Relationships:</b>	Team members, Management, Council staff
<b>External Relationships:</b>	Customers, Community Organisations, Contractors, Government Departments, NSW State Library
<b>Direct Reports:</b>	Team Leader Library Programs, Team Leader Library Resources, Team Leader Community and Youth Development, Team Leader Childrens Services
<b>Indirect Reports:</b>	Library Services Team, Community and Youth Development Team, Childrens Services Team

### Specifications and Technical Skills:

#### Essential Criteria:

- Demonstrated knowledge of Acts, Legislation and Regulations relating to public libraries, youth, and childrens services.
- Tertiary qualifications in Information Studies, Early Childhood Education and Care, Community Services, or a relevant discipline.
- Experience in the effective leadership and administration of a library, learning or community service provider.
- Excellent written and verbal communication skills.
- Demonstrated strong leadership skills, including problem solving, conflict resolution, negotiation, and ability to manage and implement change.
- A commitment to providing excellent customer service to both internal and external customers of Council.

**Desirable Criteria:**

- Experience working in local government or similar public sector environment.
- Experience in program development and community engagement initiatives.
- Knowledge of digital technologies and their application in library services.

**Licences and Tickets:**

- Current Drivers Licence
- Working With Children Check

**Physical Requirements / Work Environment:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

**Physical Requirements and Work Environment**

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting		✓						✓				
Walking			✓		✓							
Standing			✓		✓							
Bending				✓								
Squatting				✓								
Climbing				✓								
Kneeling				✓								
Twisting				✓								
Lifting				✓								
Driving			✓	✓	✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	<b>Right Hand</b>					<b>Left Hand</b>			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
	Office, toilet cleaning	✓	Screen based work (constant)
✓	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use	✓	Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
✓	Walking on Slopes / Hills / Gradients		Motor trades work
✓	Walking on uneven surfaces	✓	Working with children
	Working with bitumen		Hospitality

**Skills Progression and Assessment Record:**Position Title: **Coordinator Community Services**

Employee:

<b>Skill Progression Requirements</b> <input checked="" type="checkbox"/> Step Achieved	<b>Salary Step</b>	<b>N/A</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Relevant tertiary qualification in library studies, youth services, childcare, or a related field	1					
Demonstrated knowledge of Acts, Legislation and Regulations relating to public libraries, youth, and childrens services	1					
Demonstrated leadership and interpersonal skills, including problem solving, conflict resolution and negotiation	1					
Ability to manage and implement change within the library, youth, and childrens services	1					
Appropriate record keeping, reporting, monitoring, and management of expenditure in line with the approved budget	1					
Ability to project manage community programs and activities	2					
Demonstrated experience in setting performance goals, providing constructive feedback, and implementing performance improvement plans	2					
Ability to design engaging programs for diverse audiences, implement evaluation measures and analyse feedback to inform continuous improvement efforts	2					
Ability to conduct thorough risk assessments, identify potential risks associated with programs and activities, develop mitigation plans and review program plans to ensure alignment with organisation goals and risk management protocols	2					
Ability to draft clear, concise policies and procedures, conduct reviews for accuracy and compliance, solicit feedback from relevant stakeholders, and implement approved policies effectively	2					
Ability to revise PDs, participate in recruitment processes, conduct interviews, and make informed hiring decisions that align with organisational needs and objectives	3					
Ability to develop and implement staff work plans, identify training needs, provide ongoing feedback, and support, and promote a culture of continuous learning and development	3					
Ability to conduct fair and objective performance appraisals, set SMART goals, provide constructive feedback, identify skill gaps, and develop work plans	3					
Ability to identify funding opportunities, prepare grant proposals, develop project budgets, manage grant-funded projects, ensure compliance with grant conditions, and complete grant acquittals accurately and on time	3					
Ability to establish and maintain positive relationships with external agencies, collaborate on joint initiatives, advocate for community needs, and leverage partnerships to enhance lifelong learning opportunities and meet community needs	3					
Ability to identify areas for improvement, develop action plans, implement changes, monitor outcomes, and drive a culture of continuous improvement	4					
Ability to set clear expectations, provide constructive feedback, motivate team members, resolve conflicts, and inspire others to	4					

achieve organisational goals						
Ability to address unsatisfactory performance promptly and effectively, follow organisational policies and procedures, provide support for improvement, and take appropriate corrective actions when needed	4					
Ability to develop accurate and realistic budgets, monitor expenditures, identify variances, analyse financial data, and provide timely and insightful budget reviews to inform decision-making	4					
Ability to act in the role of Manager Community Service Delivery, ensure compliance with regulatory requirements, and achieve desired outcomes for the community	4					

**Skills Review Year** (eg 2018): \_\_\_\_\_ **Position:** Coordinator Community Services

### Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

### Comments on Employee's attitude and application to work:

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### Employee's Comments:

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Name

Signature

Date

### Manager / Supervisor's Comments:

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Name

Signature

Date

### Director's Comments:

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Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> <b>Proposed Salary Step Placement</b>				