Position Description

Our values: Trust, Integrity, Learning and Respect
Our mission: We will strengthen the community in all that we do

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Aboriginal Community Development Officer</th>
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<tbody>
<tr>
<td>Award and classification:</td>
<td>Wodonga City Council Enterprise Agreement 2018 to 2021 Band 6</td>
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<tr>
<td>Directorate:</td>
<td>Community Development</td>
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<tr>
<td>Business unit:</td>
<td>Community Planning and Wellbeing</td>
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<tr>
<td>Reports to:</td>
<td>Manager Community Planning and Wellbeing</td>
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<tr>
<td>Supervises:</td>
<td>Work experience/placement students</td>
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<tr>
<td>Employment status:</td>
<td>Part-time, limited tenure until 30 June 2021</td>
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<tr>
<td>Date:</td>
<td>May 2019</td>
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<tr>
<td>Employee name:</td>
<td>Vacant</td>
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ORGANISATIONAL CONTEXT

Wodonga Council’s vision is that Wodonga is a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Wodonga Council is committed to improving outcomes for Aboriginal and Torres Strait Islanders who live in and visit Wodonga. To do this, council has developed a Wodonga Reconciliation Action Plan (WRAP) and established an internal working group to oversee implementation.

The WRAP focuses on three key objectives; creating new or strengthening existing meaningful relationships with the aboriginal community; showing a high level of respect to Aboriginal people, their culture and history; and promoting diversity, inclusion and equity by facilitating and advocating for opportunities for Aboriginal people.

The Aboriginal Community Development Officer will oversee the WRAP and internal working group to ensure a coordinated cross-council approach to delivering on the objectives. The successful applicant will also work with external agencies and community to drive local action.
Under the guidance of The Manager of Community Planning and Wellbeing, the position will contribute to the implementation and reporting of Councils Municipal Public Health and Wellbeing Plan 2017-2018 to 2020-2021.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

**Leadership**

- Provide input into the strategic direction and planning for Aboriginal people;
- Coordinate the internal WRAP working group and oversee implementation;
- Support staff members within the community planning and wellbeing team, to plan and deliver community development activities that improve outcomes for Aboriginal people;
- Work across council to develop, broaden and embed a shared understanding of inclusion, participation and access for Aboriginal people;
- Participate in and contribute to the Wodonga Aboriginal Network (WAN).

**Research, planning and policy**

- Identify issues in relation to Aboriginal people through consultation, research, and data analysis; and determine and facilitate appropriate responses;
- Maintain local data, information and resources related to Aboriginal people to inform planning and policy;
- Liaise and advise internal business units and the wider community to support planning and policy development for Aboriginal people;
- Provide input into reviews of relevant planning policies and development applications for improved outcomes for Aboriginal people;
- Assist in researching innovative methodologies and best practice, to promote excellence in improving outcomes for Aboriginal people;
- Identify funding opportunities and facilitate or prepare funding submissions.

**Community Engagement and Development**

- Develop relationships with the Aboriginal community and service providers to identify issues which are impacting on the community;
- Work on collaborative projects between Wodonga Council, the Aboriginal Community/Organisations and other services and partners.
- Encourage and facilitate the development of collaborative partnerships with relevant key
stakeholders, including community, government and non-government agencies to support a coordinated approach to increasing outcomes;

- Support and develop events that recognise and support Aboriginal culture and heritage including providing administration support to Albury/Wodonga NAIDOC committee and other specified groups;
- Work in conjunction with the communications team to develop communication and marketing plans to assist in clear and transparent communication with relevant stakeholders and community;
- Provide an active presence in the community by participating in relevant communities of practice and networks.

**Administration**

- Advise on the acknowledgment of significant Aboriginal dates and events and work in collaboration with other council units and local Aboriginal organisations;
- Report on performance against agreed outcomes and funding obligations;
- Provide timely and accurate advise, information and reports as required;
- Facilitate the procurement of goods and services as directed by the manager community planning and wellbeing in accordance with Wodonga procurement guidelines;
- Maintain an accurate record of all administration systems and procedures relating to areas of responsibility;
- With support from the manager, oversee relevant operating budgets and acquittals;
- Report and analyse incidents, damage and hazards occurring during programs;
- Work co-operatively with the manager community planning and wellbeing to ensure all requirements of the unit are met.

**OUR VALUES**

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

**Trust**

- Talk straight – Say what you mean and mean what you say
- Create transparency – Do not withhold information unnecessarily or inappropriately
- Right wrongs
- Practice accountability – Take responsibility for results without excuses
- Extend trust – Show a willingness to trust others, even when it involves a measure of risk
PERSONAL AND LEADERSHIP COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION MAKING SKILLS

- The incumbent has the authority to act as delegated and within Legislation and council policies and procedures.
- Ability to make recommendations based on research and evaluation activities and provide input into decisions pertaining to Aboriginal people.
- Display initiative and proven problem-solving skills to apply established techniques, methods and processes to new situations.
- Make sound decisions based on consideration of the facts and alternatives, sometimes with incomplete information.
- Ability to be decisive and commit to a definite course of action.
- Sector specific guidance and advice is not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS

- Broad knowledge of the Aboriginal sector, current policy and the planning role of local government;
- Experience in collaborative partnerships to address local needs;
- Understanding and commitment to continuous improvement concepts;
- Ability to conduct research and develop strategies and initiatives;
- Demonstrated skills in program implementation; and
- Ability to liaise and network with local, regional, state and federal agencies.

**MANAGEMENT SKILLS**

- Ability to effectively plan, organise, prioritise and manage position responsibilities in order to achieve targets, including that of supervised staff, despite conflicting pressures;
- Ability to manage resources allocated to achieve objectives;
- An ability to apply human resources practices to position including OHS, staff feedback, staff development, goal setting and recruitment activities.

**INTERPERSONAL SKILLS**

- Well-developed communication and rapport building skills that enable:
  
  - Effectively working with Aboriginal community members, in groups and individually, encouraging participation
  - Effective interaction and collaboration with senior leaders and other council staff to foster community development
- Ability to maintain confidentiality;
- Well-developed report writing, submission and funding application skills.

**INFORMATION TECHNOLOGY SKILLS**

Information technology skills commensurate with the level of the position including the ability to use Council’s applications and systems to carry out the requirements of the role.

**CUSTOMER CARE**

Meet Council’s Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer’s issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.
OHS/RISK MANAGEMENT

Wodonga City Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of Council. To contribute to upholding this commitment you must have the ability to (within your area of responsibility):

- Understand, comply with and ensure staff adherence to Occupational Health and Safety (OH&S) and risk systems of management;
- Ensure staff are provided with OH&S and risk information, instruction, training and supervision;
- Lead the identification, assessment, evaluation and monitoring of risks and hazards;
- Participate in incident or claims investigation and assist with their prompt resolution;
- Monitor and appraise the OH&S and risk performance; and
- Champion safe work behaviours and risk management principles.

EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- A tertiary qualification in public health, community development or related field;
- Knowledge and experience in community engagement and development.

LICENCES AND MANDATORY REQUIREMENTS

- Victorian Working With Children Check (required to be supplied by the employee or prospective employee on commencement, and renewed as required)
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current Driver's License

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
**INHERENT ROLE REQUIREMENTS**

For details of the inherent requirements relating your role, please see Attachment 2.

**KEY SELECTION CRITERIA**

1. Degree in public health, community development or related field.


3. Demonstrated experience in the development of strategies and initiatives for improved community well-being.

4. High level communication skills (both written and verbal) and the ability to build rapport with the Aboriginal community.

5. Demonstrated experience in community engagement and fostering relationships with relevant stakeholders.

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**Staff member signature**
**Customer and Community Focus**
- Develop and maintain productive relationships
- Effectively build rapport with internal and/or external customers
- Use community and customer feedback to improve services and relationships
- Continually strive to deliver the best services and outcomes for the resources available
- Have a ‘can do’ attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries

**Quality of Work**
- Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner
- Develop and / or use systems to check accuracy and completeness (e.g. checklists, flowcharts)
- Follow or establish procedures and/or processes
- Thoroughly review own work

**Organisational skills and time management**
- Effectively coordinate priorities
- Effectively manage resources and time
- Be flexible and adaptable to changing circumstances
- Have a ‘can do’ attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries
- Exceed customer expectations wherever possible

**Communication**
- Express ideas / thoughts clearly and concisely
- Use language appropriate to audience
- Actively listen
- Give the person you’re with your full attention

**Show Initiative**
- Be a self-starter
- Be proactive
- Take productive action without being asked
- Continually pursue improvement opportunities
- Generate & develop new ideas and share them
- Be willing to question the way things are to find solutions
- Seek out best practice and learn from it
- Use different approaches to resolve issues/develop opportunities

**Workplace Safety**
- Observe safe work methods and practices
- Comply with OH&S policies & practices
- Keep immediate work area clean and tidy (office based staff only)

**Team Work**
- Actively encourage a supportive team culture
- Encourage the sharing of information
- Give and receive feedback openly and look for improvement opportunities
- Take responsibility for team duties
## Inherent requirements of the job

### Key

<table>
<thead>
<tr>
<th>Frequency</th>
<th>% of work day / task</th>
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<tbody>
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<tr>
<td>Rare (R)</td>
<td>0-5%</td>
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<td>Occasional (O)</td>
<td>6-33%</td>
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<tr>
<td>Frequent (F)</td>
<td>34-66%</td>
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<tr>
<td>Constant (C)</td>
<td>67-100%</td>
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### Task

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<tr>
<th>Task</th>
<th>Description</th>
<th>Inherent requirements</th>
<th>Demand</th>
<th>Frequency</th>
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<tbody>
<tr>
<td>Community engagement</td>
<td>• Liaison with external networks, building relationships</td>
<td>Sitting</td>
<td>X</td>
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<td></td>
<td>• Attending sites of external agencies</td>
<td>Standing</td>
<td>X</td>
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<td>• Attending committee meetings</td>
<td>Walking</td>
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<td></td>
<td>• Working in collaboration with external agencies</td>
<td>Bending</td>
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<td>• Driving company vehicles (max 45 mins)</td>
<td>Reaching</td>
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<td>• Event set up</td>
<td>Fine motor</td>
<td>X</td>
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<td>• Phone use</td>
<td>Neck postures</td>
<td>X</td>
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<td>• Handwriting notes</td>
<td>Providing / accepting instructions</td>
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<td>Sustained concentration</td>
<td>X</td>
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<td>Decision making</td>
<td>X</td>
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<td>Intermediate problem solving</td>
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<td>Interaction with others</td>
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<td>Exposure to confrontation</td>
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<td>Respond to change</td>
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<td>Prioritisation</td>
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<td>Administration</td>
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<td><strong>Demand</strong></td>
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<td>Liaison with staff of all levels</td>
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<td>Use of council’s systems</td>
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<td>Research</td>
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<td>Completion of funding applications</td>
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<td>Policy and document review</td>
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<td>Operate within a budget</td>
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