

POSITION:	Community Development Officer
AWARD CLASSIFICATION:	Level 5 - LGIA – State 2017 (Stream A)
REPORTS TO:	Group Manager Community Access & Infrastructure
DEPARTMENT:	Lifestyle and Community Services

OUR VISION	OUR PURPOSE
Vibrant, resilient and inclusive communities that value their heritage, prioritise safety, embrace innovation and work together for a sustainable future	Making a difference by listening and delivering outcomes for our communities

OUR VALUES	
INTEGRITY:	Upholding public trust by being accountable for our actions and delivering on our commitments
SAFETY:	Prioritising the health, wellbeing, and safety of our staff, communities and environment
COLLABORATION:	Working together and with the community to achieve shared goals
INCLUSIVITY:	Respecting and embracing diversity in all its forms – culture, background, ability, and ideas
EFFICIENCY:	Using resources responsibly and striving for continuous improvement in our processes

PURPOSE

To enhance the quality of life for families and individuals within the Blackall and Tambo regions by providing support, information, resources, programs and advocacy services.

To actively promote and be engaged with all services provided by the Tambo Lifestyle and Community Services Hub.

Community Development

- Develop and maintain project schedules for events
- Provide a high quality of customer service at the Tambo Lifestyle and Community Hub, resolving customer enquiries, assisting with programs, community bookings, receipting, community services support and other customer related duties;
- Provide administrative support to the DLCS, Manager and operational staff of the Lifestyle and Community Services Team;
- Coordinate the service delivery and operational needs of Tambo Lifestyle and Community Services (set up for events/ activities etc);
- Maintain Confidentiality at all times;
- To keep up to date with relevant legislation, policies and procedures;
- Understand and operate within relevant Council policies and procedures;
- Maintain office equipment and ordering of routine services where necessary;
- Record bookings of Council facilities as required;
- Prepare and process daily banking duties. i.e. cash by post;
- Updating Noticeboards with current information;

Centrelink Access Officer

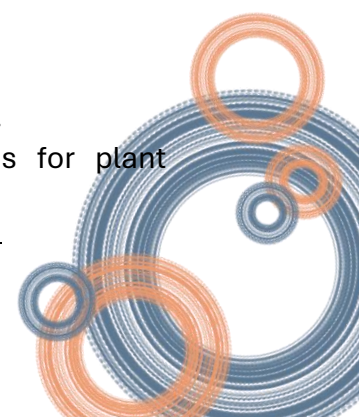
- Attend to enquiries and questions from clients.
- Scan, copy, print and upload client documents.
- Source online information about payments and services.
- Set up and access digital services for clients.
- Arrange referrals to other services for clients as required.

NDIS Support Worker (When required)

- Assist clients with daily personal care to support independent living.
- Assist with achieving goals as outlined in the clients NDIS plan.
- Provide household tasks, including cooking, cleaning, and washing to maintain the clients home environment.
- Provide companionship and social support, such as teaching a new skill or by providing support so that the client can be involved in community activities.
- Other duties as directed by the Group Manager Community Access & Infrastructure or Director of Lifestyle and Community Services.

SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- Working with Children Blue Card – ‘**No Card, No Start**’
- Current First Aid Certificate, incorporating CPR.
- Proven ability to work within a team based environment.
- Ability to work unsupervised and to follow detailed instructions.
- Working knowledge and proven commitment to Safe Work Practices.
- Full licences and accreditations with relevant governing bodies for plant operations and specialised tasks.



WORKPLACE PROTOCOL

- If illness occurs, staff should phone their immediate supervisor preferably half an hour prior to the day's start.
- All works areas are to be kept in a clean and tidy manner.
- In all instances of overtime, no payment or time in lieu will occur unless authorised by the relevant Supervisor.
- All Council employees shall abide by and uphold Council's Code of Conduct and respect the image and ethos of Council, to provide superior services to our clients and community.
- Employees are to ensure that all licences are maintained and that they do not operate plant and equipment for which they are not licensed or competent. The Director of Lifestyle and Community Services be informed within two working days upon loss, suspension, or expiry of any work related licence.

AUTHORITY

The employee has authority to adhere to all policy and procedures adopted by the Blackall-Tambo Regional Council and to operate within the scope of legislative requirements.

All contact with members of the public, government agencies, other internal and external clients and fellow employees shall be in good faith and in accordance with internal protocols within the work group and authority of the position.

WORKPLACE HEALTH AND SAFETY OBLIGATIONS

All employees have a legal obligation to comply with regulatory requirements and BTRC's SMS (*Blackall-Tambo Regional Council's Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and surrounding environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees.

Your responsibilities include:

- To comply with instructions given for WH&S at a workplace by the employer;
- Comply with the **health and safety duties and Duty of Care** requirements as specified Within the *Work Health & Safety Act 2011, Part 2*;
- Timely reporting all accidents, incidents, minor injuries, near misses and property damage (within 24 hours) and assisting if required, with the investigation of all incidents in the workplace;



- A worker whose role requires the use of Personal Protective Equipment (PPE) will be provided the PPE by the Employer. After proper instruction on the use and care of the PPE the worker MUST wear and/or use the PPE supplied;
- Not to wilfully or recklessly interfere with, or misuse anything provided for WH&S at the workplace, including yourself;
- Adhere to the BTRC-SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
- Performing all work and associated functions in a safe, efficient and effective manner;
- Complying with all documented WH&S policies, procedures, work instructions and verbal instructions issued by the organisation or its officers;
- Provide advice to ensure risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also as required, assist or participate in carrying out risk assessments on identified hazards;
- Identify hazards, conduct risk assessments and implement corrective action to eliminate hazards where possible and/ or control risks in the workplace;
- To report hazards and risks in accordance with WH&S procedures;
- Establish and maintain a high standard of housekeeping within your individual work area(s) and generally within the Blackall-Tambo Regional Council's areas of responsibilities;
- Attend all toolbox, team talks and specific training (e.g. Take 5's etc.) as supplied and required by Blackall-Tambo Regional Council;
- Be familiar with the location of first aid kits, fire protection facilities and evacuation procedures;
- Report any WH&S concerns to your Supervisor, Workplace Health and Safety Representatives or Council's Workplace Health & Safety Team.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- **Physical Demands**
 - Medium Work, (Frequent lifting/ carrying objects weighing up to 20kgs)
- **Audio Visual Requirements**
 - Peripheral Vision and Hearing
- **Specific Actions**
 - Standing/ Walking (1-4 Hours)
 - Sitting (1-4 Hours)
 - Driving (2-4 Hours)
- **Repetitive Motions**
 - Pushing & Pulling
 - Finger Dexterity
 - Foot Movement
 - Bending
 - Squatting
 - Twisting
 - Reaching



PERFORMANCE INDICATORS

All functions are performed within the appropriate standards set out under the terms and conditions of employment by the Blackall-Tambo Regional Council and specifically within your performance agreement.

Authority:	CEO
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

“Exploring the past, Innovating the future”

