



## Position Description

Position Title

**Community Engagement Officer**

Department

Community

## Position Summary

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The position of Community Engagement Officer is a pivotal role within the organisation. It is responsible for facilitating a partnership with local service providers appointed to deliver a series of community functions and activities. This position also involves planning and facilitating community services initiatives.

Specific objectives include:

- To develop, manage, facilitate and deliver community programs for targeted client groups, with a focus on Youth and in accordance with statutory requirements and the directions and policies of the Shire of Menzies
- To build and maintain strong relationships with community members, service and delivery agencies and stakeholder groups
- To support the development, implementation, review and renewal of Shire plans relevant to the community development portfolio

## Key Duties and Responsibilities

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This position oversees a broad range of community-focused functions and is accountable for the successful management and delivery of initiatives across the following service units:

### Customer service:

- Provide administrative assistance and support across Shire's functions where required, for example providing friendly customer service support in the Visitor Centre (Lady Shenton) which includes the operation of the Post Office, Community Resource Centre, Library and Caravan Park
- Manage banking including receipting of monies

### Events and Community Development:

- Facilitate the delivery of innovative programs and events for Youths within the Shire, using a community development approach
- Organise and support the running of key events as directed by the Community Development Manager, for example Australia Day, ANZAC Day and Goldfields Cylclassic
- Attend to administrative matters pertaining to community development projects including support with day-to-day operational matters such as correspondence, budget and records management

### Tourism, Promotion and Economic Development:

- Promote Shire's services, events and activities to support participation and engagement of community

- Facilitate information sharing and connection with local support services relevant to the community development portfolio, including the administration of Menzies Matter monthly publication, website and social media platforms
- Assist with grant applications and business case proposals to attract funding and investment in the region

**Community Services:**

- Build and maintain strong relationships with community members, service and delivery agencies and stakeholder groups
- Offer on the ground support to community-based organisation
- Work as part of a team to deliver positive outcomes for the community

**Other:**

- Carry out basic manual-handling tasks
- When required available to work Monday to Sunday (penalties and shift allowance to apply)

**Organisational Duties and Responsibilities**

- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour
- Adhere to and comply with governance principles, and Council procedures and policies
- Participate in the development of a safe and healthy workplace
- Co-operate with management in its fulfilment of its legislative obligations
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- To report any injury, hazard, or illness immediately, where practical to their supervisor
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment

**Key Reporting Relationships**

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**Reporting to:**  
Community Development Manager

**Other positions reporting into this position:**  
Nil

**External relationships:**  
Local service providers and contractors  
Ratepayers and the community  
Federal and State Government agencies

**Key Behavioural and Capability Indicators**

**Level - Adept**

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The Key Behavioural and Capability Framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth workforce leadership group of capabilities for roles with people management responsibilities. These groups work together to provide an understanding of the capabilities needed for the role

**Focus capabilities** are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment. The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level

- **Act With Integrity** – Acts honestly, ethically and with discretion and encourages others to do so; Sets a tone of integrity and professionalism with customers and the team; Supports others to uphold professional standards and to report inappropriate behaviour; Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct; Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
- **Communicate and Engage** – Tailors content, pitch and style of communication to the needs and level of understanding of the audience; Clearly explains complex concepts and technical information; Adjusts style and approach flexibly for different audiences; Actively listens and encourages others to provide input; Writes and presents fluently and persuasively in a range of styles and formats
- **Community and Customer Focus** – Demonstrates a sound understanding of the interests and needs of customers and the community; Takes responsibility for delivering quality customer-focused services; Listens to customer and community needs and ensures responsiveness; Builds relationships with customers and identifies improvements to services; Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
- **Create and Innovate** – Produces new ideas, approaches or insights; Analyses successes and failures in the organisation for insights to inform improvement; Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation; Identifies, shares and encourages suggestions for organisational improvement; Experiments to develop innovative solutions; Focuses on Youth programmes and engagement of youth in the community with activities that promote building of social skills and vocational insights
- **Time Management** – Sets realistic goals in accordance with their own action plans; Makes plans to achieve goals in a specific time with current resources available; Prioritises activities in a set time limit based on the urgency and importance of each task; Organised to the point where what needs to be accomplished is done with minimal confusion and maximum coordination; Decides shrewdly between two or more tasks in order to maximise efficiency; Share information effectively
- **Think and Solve Problems** – Draws on numerous sources of information, including past experience, when facing new problems; Demonstrates an understanding of how individual issues relate to larger systems; Makes appropriate adjustments to work processes based on synthesis and analysis of numerical data and written reports; Uses rigorous logic and a variety of problem solving methods to develop workable solutions; Anticipates, identifies and addresses risks and issues with practical solutions; Leads cross team/unit efforts to resolve common issues or barriers to effectiveness

## Selection Criteria

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### Knowledge and Experience

- Demonstrated experience working both individually and as part of a team
- A good understanding of a range of social media platforms
- Experience working with community based or local government committees

### Skills


- Good interpersonal, written and oral communication skills
- High level of computer literacy and proficiency
- Good time management, organisational and administrative skills
- Good customer service skills and experience

**Desirable**

- Qualifications suitable to the position
- Work history in similar roles
- Demonstrated ability to work in a cross-cultural environment
- Experience in Local Government

**Eligibility and inherent requirements associated with the position**

- Current satisfactory National Police Clearance
- Medical Clearance relevant to the role
- Working with Children Check
- Current WA 'C' driver's licence
- Full working rights

<b>Name of current incumbent:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Chief Executive Officer</b>	<b>Signature:</b>	<b>Date:</b>
Glenda Teede		26.04.24