



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION
DESCRIPTION



POSITION DESCRIPTION



POSITION TITLE	Community Officer	Education	CLASSIFICATION	Level Four (4) to Level Five (5)
DIRECTORATE	Planning, Environment and Community Services		AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Community Education & Compliance		REPORTS TO	Manager Community Education & Compliance
POSITION NO.	64,501.00		LAST REVIEW DATE	July 2023

Isaac Regional Council

We're delivering in a changing world



OUR VISION

Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.



OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.



OUR VALUES

COMMUNITY FOCUS 

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

TEAMWORK 

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

CARING 

We are committed to working safely and caring for the safety and wellbeing of our people and communities.

We believe that people matter.

POSITIVE WORK ETHIC 

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do.

We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.

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A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering the majority of Council's customer-facing and frontline services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... *Building communities through trusted customer service and creating value.*

C. DEPARTMENT & POSITION SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering the majority of Council's customer-facing and frontline services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... *Building communities through trusted customer service and creating value.*

The purpose of Community Education and Compliance Department is to ensure the community is aware of both the rules that apply throughout the Region and for which Council has a regulatory or enforcement function and the reasons for them. A second Departmental purpose is to apply regulatory effort in line with Council Policy to reasonably ensure, according to context, that the community operates within those rules. The PECS Noble Purpose of Building Communities through trusted customer service and creating value drives the Department's purpose towards the realisation of the Isaac Vision.

The Community Education Officer position promotes the amenity, environmental value and liveability of the Isaac Region through proactive community awareness campaigns on a range of matters council regulate enhancing community knowledge and understanding, influencing their values and attitudes and encouraging voluntary compliance with legislative obligations.

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As a member of a multidisciplinary team, ensure that an efficient and effective service is provided and that the outcomes, particularly in the area of are Community Education of a high standard, consistent with Council and community expectations.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Development and continuous improvement of the Community Education & Compliance Department's annual Education and Communication Action Plan (The Plan) to support the strategic direction of the department, in collaboration with and as approved by the Department Leadership Team with specific identification of:
 - Develop and deliver creative educational campaigns, materials and communications with a view to educate and empower the community to foster behavioural change;
 - Develop and deliver educational programmes to professional and community groups and Council staff in relation to Planning Environment & Community Services Legislation, policies and procedures;
 - Develop and implement education resources, including online/digital applications to support the delivery of community education programmes.
 - Develop and implement inclusive, equitable and accessible communication strategies and content for a range of mediums including media, social media, internal communications and Council website.
 - Electronic and hard copy education/information collateral
 - Coordinate and deliver community engagement plans and activities, education campaigns and materials, events, programs and other initiatives to improve community.
 - Develop and deliver curriculum-linked educational materials, activities and presentations to schools.
 - Develop and coordinate customer surveys to assist the department in providing a highly effective, efficient and customer focused community education programmes.
 - Draft brochures and factsheets about key topics relevant to our region for the dissemination of information to the public.
 - Define and analyse areas of risk and develop reporting plans on outcomes including correspondence, reports and presentations
2. Effective delivery of the Plan with the respective directorate Leadership Team including key internal unit stakeholders.
3. Contribute to and coordinate the on-going review of The Plan.
4. Gather data, analyse, benchmark and present statistics and recommendations to management in relation to projects proposed and delivered.
5. Liaise with Community Engagement, Media, Sustainability and Communications Officers to ensure corporate approach to communications and other community activities.
6. Manage relationships with industry and other external education providers to identify and capitalise on synergies and to ensure external services are provided to standards and expectations set by the Department Leadership Team; and represent Council at relevant education forums to drive an integrated approach to community education learning through the visitor education experience.
7. Represent Council at relevant events, promotions and campaigns.
8. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

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9. Contribute to the facilitation of positive community outcomes by fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
10. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose and Council's Vision and Values;
11. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
12. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Well-developed communication (oral and written) and interpersonal skills relevant to the position to communicate with a broad range of stakeholders through a range of media with a strongly focused on the provision of quality customer service.
2. Strong working knowledge of the Adobe InDesign and Adobe Creative Suite.
3. Well-developed understanding of design principles in order to effectively communicate educational messages through imagery and audio-visual mediums.
4. Demonstrated knowledge and experience in planning, development and delivery of education & promotional campaigns and projects, including the ability to research, analyse and pilot creative education campaigns.
5. Solid time management, planning and organisational skills with the ability to manage competing priorities.
6. Excellent personal presentation and demonstrated ability to deliver presentations to the public in a professional manner.
7. Sound conflict resolution and negotiation skills.
8. Demonstrated self-motivation, initiative and resilience to enable quality work outcomes.
9. Ability to effectively operate Council's computer systems including Technology One and the MS Office Suite.
10. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.

Experience:

Essential

1. Attained at least 2 years' experience in the delivery of Community Education and or public engagement programs resulting in behaviour change outcomes.
2. Demonstrated professional experience (over 2 years) in development of education material using Adobe InDesign and Adobe Creative Suite.

Qualifications:

Mandatory

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Certificate IV in Marketing and Communication; Engagement and Community Education Practice; Training & Assessment or related discipline such as graphic design, digital design; or

To be considered for appointment at level 5, you need to:

- High level expertise (over 4 years) in delivering best practice behaviour change educational campaigns and activities; and
- Tertiary qualifications in marketing, engagement and community education practice, graphic design, digital design and/or Certificate IV Training & Assessment (or related discipline) and/or equivalent demonstrated experience; and
- IAP2 Certificate of Engagement

Position Specific Requirements & Conditions

- The position is required to be rostered afterhours event and presentation duties including weekends based on operational needs.
- Current and valid Queensland "C" Class Driver's Licence

PHYSICAL DEMAND CATEGORY:

- Sedentary Work
- Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
- Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
- Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- Depth Perception
- Colour Discrimination
- Peripheral Vision
- Hearing (Avg)

Specific Actions Required:

This job may include:

- | Standing/Walking | Sitting | Driving |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |
| <input type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input type="checkbox"/> Occasional |
| <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs |
| <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs |

Work Environment:

- | Attribute: | Yes | No |
|---------------|--------------------------|--------------------------|
| Chemicals | <input type="checkbox"/> | <input type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input type="checkbox"/> |
| Dampness | <input type="checkbox"/> | <input type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input type="checkbox"/> |
| Heat/Humidity | <input type="checkbox"/> | <input type="checkbox"/> |
| Heights | <input type="checkbox"/> | <input type="checkbox"/> |
| Noise | <input type="checkbox"/> | <input type="checkbox"/> |

Repetitive Motions:

- Simple Grasping
- Fine Manipulation
- Pushing & Pulling
- Finger Dexterity
- Foot Movement

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|--------------------------|--------------------------|
| Bending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



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Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority, and know and comply with any authority/obligation that comes with their powers.

G. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Comply with the requirements of Councils health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

H. RESPONSIBILITIES:

Corporate Responsibilities Code of Conduct

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1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

I. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

J. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

EMPLOYEE

DEPARTMENT MANAGER



POSITION DESCRIPTION



NAME		
SIGNATURE		
DATE		



Doc Number: CORP-TMP-004
 Date Effective: 24/07/2018
 This document is uncontrolled when printed.

Document Owner: Manager People and Performance
 Version 1
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