



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION
DESCRIPTION

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POSITION TITLE	Cadet Community Compliance Officer	CLASSIFICATION	Level Two (2) – Three (3)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A; and Isaac Regional Council’s Certified Agreement
DEPARTMENT	Community Education & Compliance Department	REPORTS TO	Program Leader – Community Compliance
POSITION NO.	TBA	LAST REVIEW DATE	November 2024

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world’s premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie.. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability 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 Council’s primary community and customer facing 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 engagement, trust, innovation and value.

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C. DEPARTMENT & POSITION SUMMARY:

The Community Education and Compliance (CEC) Department aims to promote an integrated, education-first approach to Council's responsibilities in maintaining public order, health, safety, and wellbeing within our communities. The department is dedicated to enhancing the understanding and capacity of residents, business owners, and visitors regarding their obligations to comply with policies and standards related to the built and natural environment, food safety, local laws, and animal management.

The Cadet Community Compliance Officer position provides support to the Community Compliance Officers in animal handling services and supports the enforcement of Isaac Regional Council Local Laws and State Legislation. This position may be required to undertake patrols of the Region with overnight accommodation provided by Council. This role involves large and frequent travel by motor vehicle, often through remote and isolated areas.

This position advances professional development through workplace learning and the completion of a Certificate-level qualification through Council's registered training provider.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

In conjunction with study, this position will be responsible for:

1. Provide support to the Program Leader Community Compliance in the preparation of receiving, processing and actioning reactive and proactive compliance matters in accordance with departmental procedures and policies and prepare documentation such as notes and reports which may result from inspections or investigation of complaints in regard to breaches of appropriate legislation;
2. Assisting with the provision of a range of services for the council's Animal Management Centre facilities;
3. Work on a rostered basis and provide animal care, feeding and cleaning services at the Animal Management Centre facilities as required.
4. Assisting and supporting team members with a variety of tasks and projects relevant to the Community Education and Compliance Department;
5. Travel to and work from other office locations within the region as reasonably required to support IRC service delivery;
6. Participate in Community Engagement skills training to add support to the Department in preparing Community Engagement Plans for review and signoff by the Community Education & Compliance Team, and subsequent delivery;
7. Assist with the coordination of projects and undertake research providing background information for the Community Education and Compliance Department;
8. Undertake training in community education approaches and practices to support the Department's needs;
9. Assist the Program Leader Community Compliance, develop process review and redesign skills to ensure processes within the Department's control are systematically and transparently reviewed periodically to be efficient and customer-focused, and embrace the Noble Purpose Enablers;
10. Contribute to the facilitation of positive community outcomes by providing high-level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;



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11. 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, Customer Service Charter and Values;
12. 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
13. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training;
14. Complete the Certificate in partnership with the Council's approved cadetship provider, including satisfactory participation in all coursework and classes/workshops to fulfil the requirements of the qualification.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Strong customer and community-focused ethos;
2. Strong written and verbal communication skills;
3. Strong face-to-face engagement capacity;
4. Experience and knowledge of Microsoft Office Suite is essential.

Experience

1. Previous experience or awareness within a customer care service, or similar working environment would be highly regarded;
2. Ability to rapidly acquire knowledge of working procedures within the library and museum;
3. Ability to operate general office equipment and computers;
4. Good interpersonal and written communication skills transferable to this position, including the ability to interact with the public.

Qualifications

1. Minimum completion of at least Year 10 school certificate;
2. A current C Class Australian Drivers Licence will be highly regarded;
3. Ability to pass a pre-employment functional assessment and/or behavioural testing.
4. Ability to complete a Certificate III in Animal Care

F. 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

Work Environment:

Attribute:	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 4 - 6 Hrs	<input checked="" type="checkbox"/> 4 - 6 Hrs	<input checked="" type="checkbox"/> 4 - 6 Hrs	Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions:

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G. 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.

H. 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.

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9. Comply with the requirements of Council's health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Council's 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

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

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.

J. 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.

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- 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.

K. 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
NAME		
SIGNATURE		
DATE		



POSITION DESCRIPTION

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

<p>COMMUNITY FOCUS </p> <p>We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.</p> <p>We will continuously improve how we address those needs to help future-proof our region.</p>	<p>TEAMWORK </p> <p>We expect respectful relationships in our work together, to achieve.</p> <p>We cultivate commitment through shared purpose, to create value.</p>
<p>CARING </p> <p>We are committed to working safely and caring for the safety and wellbeing of our people and communities.</p> <p>We believe that people matter.</p>	<p>POSITIVE WORK ETHIC </p> <p>We do our best every day to have pride and enjoyment in our work.</p> <p>We display accountability, transparency, procedural consistency and integrity.</p> <p>We seek the highest possible practical outcomes in everything we do.</p> <p>We practice the knowledge that how we do things is just as important as what we do.</p>

At Isaac, the how matters.