



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION
DESCRIPTION



POSITION DESCRIPTION



POSITION TITLE	Manager Engaged Communities	CLASSIFICATION	M3 Contract
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Individual Contract
DEPARTMENT	Engaged Communities	REPORTS TO	Director Planning, Environment and Community Services
POSITION NO.	65,500.00	LAST REVIEW DATE	September 2023

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 and 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 livable communities through its several service delivery and regulatory functions. It ensures that Council is deeply engaged with its distinct 17 communities. 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.

C. DEPARTMENT & POSITION SUMMARY:

The Manager Engaged Communities is one of five managers reporting to the Director PECS (DPECS). They are responsible for leading Council's functions across our primary interfaces with communities, through our network of Community Hubs and our community development and engagement programs.

The purpose of Engaged Communities Department is to deliver excellence in how communities relate to, engage and do business with Council, through a network of purpose-built and integrated Community Hubs

POSITION DESCRIPTION



that deliver first-point-of-contact customer services, transactions and library services, as well as contemporary relationship building and engagement practice, events and community development programs which are highly attuned to the needs and aspirations of Isaac communities.

The Manager Engaged Communities is Council's champion for customer service, community development and community engagement practice, driving improved understanding and capacity in our organisation to better scope, plan and deliver Council services which are well-considered in relation to the community context.

Key programs such as the continued roll-out of integrated Community Hubs, implementation of our community engagement framework, capacity building in communities to deliver improved standards and recognition of community events, arts, culture, youth services, sport and recreation, digital capability, early childhood learning, and library services will be yours to shape and refine in response to the Isaac region's future needs.

Of utmost importance in leading these functions and programs is a commitment to driving positive workplace culture across the department, ensuring the team understands their purpose and value, their responsibility to community and the opportunities provided by aligning Council's primary interfaces with community under a single banner.

The manager will be accountable to function in a highly collaborative way amongst the other PECS departments of Liveability and Sustainability; Economy and Prosperity; Community Facilities; and Community Education and Compliance, with the Office of the Director PECS, across the organisation as a whole and within the community to deliver integrated outcomes advancing the PECS Noble Purpose and Isaac Vision. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and PECS values.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Lead the implementation of Council's community engagement frameworks, programming and systems, applying a strategic understanding of our communities and leveraging best-practice methods of community participation
2. Lead Council's continued roll-out and implementation of our Community Hubs service delivery model for our libraries, customer service, museums and cultural heritage functions, guided by robust change management practices and plans.
3. Build Council's capacity to undertake effective and diligent community relations activities with diplomacy, tact and a focus on social sustainability
4. Develop, implement and periodically review Council's community development programs, including arts and cultural development, youth, sport and recreation, First Peoples and other delivery strategies in a way that builds social sustainability for the Isaac region;
5. Provide quality, engaged leadership to the Engaged Communities Department, demonstrating both humility and a genuine affinity and respect for people;

POSITION DESCRIPTION



6. Effective management of the Engaged Communities Department demonstrating corporate standards, PECS Noble Purpose Enablers and the collaborative and cultural inclusiveness being driven by DPECS;
7. Scope, plan, execute and monitor departmental strategic and operational projects and initiatives while adhering to time, quality and budget considerations;
8. Undertake annual business planning, budgeting and reporting processes in accordance with Council standards, processes and agreed timeframes;
9. Demonstrate and model a strong culture of accountability and provide quality community development and capacity building, engagement and community service delivery, and strategic and operational advice to the Director and Council;
10. Be an active contributor to the PECS Leadership Team and actively promote and model the Team's values within the incumbent's sphere of influence;
11. Identify projects and credible funding options for advancing the PECS Noble Purpose and Isaac Vision and in line with Council's priorities from time to time;
12. Meaningfully collaborate and engage across the Directorate and organisation to ensure effective and integrated outcomes, best use of resources, and maximizing capacity building opportunities within both the community and organisation;
13. Establish and maintain a strategic network of relationships with relevant organisations, bodies and thought leaders to support the Department's priorities on assigned projects and activities;
14. Undertake regular engagement with key representatives and thought/opinion leading community groups and individuals across Isaac Region; and develop and maintain a database and real time reporting of the intelligence produced by these activities to improve Council decision-making and relationships;
15. Provide high level secretariat support to any Advisory Committee/s established to support the work of the Engaged Communities Department;
16. Ensure that capacity building principles are applied and evident in all internal and external operational, service, strategy and project delivery;
17. Lead the implementation of frameworks and systems that maintain the safety and wellbeing of Council employees and visitors; and
18. Other leadership, management, advocacy, project and representative functions within the competencies of the incumbent which contribute to the successful functioning of the PECS Directorate and Council, as directed by the DPECS from time to time.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Strong knowledge of the core and peripheral issues facing Isaac Region communities, including community and political awareness, relevant State and Local Government legislation/policy and related subject matter expertise;
2. Extensive working knowledge and skills across community development practice, community and customer services in a rural/regional context;
3. Extensive experience in design and delivery of community engagement and customer/visitor experience programs that deliver measured improvements in wellbeing and community satisfaction; ;

POSITION DESCRIPTION



4. Extensive strategic and operational project management skills across the full lifecycle of projects, preferably in a public sector environment;
5. Demonstrated strong cultural and organisational change leadership and management skills;
6. Demonstrated engaged leadership skills with the ability to resource, supervise and lead teams, and the ability to coach/mentor team leaders and supervisors (with highly evolved emotional intelligence) in a community services or local government context;
7. Demonstrated capacity to deliver integrity, accountability, transparency and measured performance in dynamic and at times ambiguous work environments;
8. Self-motivated with the ability to work as an effective team member, across different teams at the same time, at potentially different levels, with a continuous improvement approach.
9. Highly developed written communication skills for the public sector, with the ability to write for purpose and in the context of varied audiences
10. Demonstrated high level of interpersonal, collaborative and facilitative skills with proven ability to communicate, negotiate, investigate and consult at appropriate levels within the community, government and private sectors.

Experience

1. Extensive experience in delivery of customer and community services programs, with a minimum of four years' experience in a similar leadership role is highly desirable.
2. High level of experience and knowledge of Microsoft suite and a broad digital/technology appreciation and competence relevant to the role.
3. Experience in financial management and budgeting processes in a management capacity is highly desirable

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.

Desirable:

1. Tertiary qualifications in Community Engagement, Community Development, Public Relations, Social Sciences, Management and/or a relevant field.

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:

Work Environment:

Attribute: Yes No

POSITION DESCRIPTION



Standing/Walking	Sitting	Driving	Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" 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 checked="" type="checkbox"/> 1 - 4 Hrs	Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6 - 8 Hrs	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" 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.

POSITION DESCRIPTION



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.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.



POSITION DESCRIPTION

- 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:

- 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		

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.