



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**



HELPING TO ENERGISE THE WORLD

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Community Compliance Officer	<b>CLASSIFICATION</b>	Level Four (4) – Level Five (5)
<b>DIRECTORATE</b>	Planning, Environment & Community Services	<b>AWARD STREAM</b>	Queensland Local Government Industry Award – State 2017 Award Stream A; and Isaac Regional Council’s Certified Agreement
<b>DEPARTMENT</b>	Community Education & Compliance	<b>REPORTS TO</b>	Program Leader - Community Compliance
<b>POSITION NO.</b>	64541 64542 64543 64502	<b>LAST REVIEW DATE</b>	October 2022

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> 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.

## A. 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 engagement, trust, innovation and value.* This drives the Department’s purpose towards the realisation of the Isaac Vision.

# POSITION DESCRIPTION



## B. DEPARTMENT AND POSITION SUMMARY:

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 Community Compliance Officer is to serve the community in the protection of amenity and safety within the Isaac Region through the administration of Local Laws and State legislation, through the investigation of breaches, educating customers, taking enforcement action, and ensuring quality customer service.

This position is required to undertake (a) frequent travel by motor vehicle for patrols of the region with accommodation provided by Council often unaccompanied and through remote and isolated areas (b) Work on a rostered basis to provide after hour services and animal care at council's Animal Management Centre(s).

## C. DUTIES:

### POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Conduct inspections / investigations in response to customer requests and produce effective outcomes in terms of community education and awareness to achieve voluntary compliance of relevant legislation.
2. Interpret and provide clear and consistent advice and direction to the public in relation to Council's Local Laws and other Legislation demonstrating transparency, integrity and sound judgement.
3. Make recommendations and decisions based on sound risk assessment and apply a proportionate compliance strategy in line with processes and escalations contained in Council Policy, Procedures, and Frameworks that also considers public interest factors.
4. Prepare and issue correspondence, directions, compliance notices, Penalty Infringement Notices, (supported by sound evidence) for breaches of relevant state legislation, local laws and subordinate local laws and ensure effective follow through to final outcome.
5. Maintain clear and factual records that can contribute to legally enforceable compliance outcomes.
6. Carry out the collection of evidence within the level of core responsibilities and authorisation. Attend Court as required.
7. Prepare concise and accurate evidentiary reports for compliance matters, including investigation reports and statements when required.
8. Accurate inputting and updating data in the corporate computer system
9. Conduct approved inspection programs and patrols of designated areas to impound wandering animals and whilst handling, restraining and impounding of wandering domestic animal as guided by Council's policies and operational procedures.
10. Animal husbandry for domestic animals in the care of Council, including Animal Management Centre cleaning and maintenance.
11. Display engaging interpersonal skills to communicate complex concepts in plain language to customers, and build collaborative and respectful relationships with industry stakeholders.
12. Participate in approved education programs relevant to core responsibilities and promote education and awareness of relevant state legislation, local laws and subordinate local laws.



## POSITION DESCRIPTION

13. Receive and assess licence and permit applications under local laws, and conduct audits of activities to ensure compliance
14. Contribute as part of a multi-disciplinary work team to the continuous improvement of operational activities and reporting current issues which impact such activities.
15. Work on a rostered basis to provide after hour services and animal care at council's Animal Management Centre.
16. 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.
17. 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.
18. 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.
19. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.



## D. KEY COMPETENCIES:

### Knowledge and Skills

1. Knowledge of the *Local Government Act 2009*, the *Animal Management (Cats and Dogs) Act 2008*; the *Waste Reduction and Recycling Act 2011*, the *Environmental Protection Act 1994*, the *Transport Operations (Road Use Management) Act 1995* and Regulations, and Council's Local Laws and associated subordinate local laws.
2. A thorough knowledge of and demonstrated experience in animal husbandry, animal control, kennel and facility operations, an understanding of animal disease transmission and prevention methods together with the ability to cope with the physical aspect of the work.
3. Proven ability to conduct inspections and investigations and produce effective outcomes within the parameters of relevant legislation, local laws, Council policies, plans and programs together.
4. Demonstrated willingness to learn and a commitment to follow procedures.
5. Proven conflict resolution skills to attain desired outcomes in a dignified and respectful manner whilst maintaining a positive Council image.
6. Proven written communication skills including the ability to draft reports, compile affidavits and take investigation notes.
7. Excellent oral communication and interpersonal skills with a proven ability to communicate effectively with people at all levels and from all backgrounds and the ability to act tactfully in sometimes very sensitive situations.
8. Ability to display empathy and tact when communicating with residents who are concerned about the impacts of noncompliance and display engaging interpersonal skills to communicate complex concepts in plain language to customers.
9. Ability to create positive, meaningful, collaborative and respectful relationships with key internal and external stakeholders, such as partner branches, other government departments and industry players.
10. High level of proficiency with computer use (desktop and mobile), software applications, access information from databases and document management systems.
11. Demonstrated organisational skills and the ability to maintain attention to detail when working on routine cases.

### Experience

1. Previous satisfactory employment as a Local Government Ranger, Local Law Officer, or similar Local Government work fulfilling the duties of this Position Description.
2. Demonstrated experience in animal husbandry, animal control, kennel and facility operations.
3. Demonstrated experience in investigation, compliance and educational work.
4. Demonstrates ability to formulate concise and accurate written reports and correspondence.
5. Experience in navigating and interpreting State legislation and local laws.
6. Experience in undertaking investigations, and determination of appropriate compliance or enforcement responses.
7. Experience in delivering quality customer service including communication of complex information into simple concepts to facilitate customer understanding, manage expectations and achieve results.



## Qualifications

1. Tertiary qualifications in Certificate IV in Government Investigations and/or Certificate IV in Animal Regulation or the ability to obtain as outlined in an Individual Development Plan.
2. Certificate in Microchip Implantation of Cats and Dogs is desirable.

### To be considered for appointment at Level Four (4), you will need to have:

- (a) Attained at least four (4) years' experience in undertaking investigations and determining appropriate compliance or enforcement strategies as a Local Government Ranger, Local Law Officer, or similar Local Government work fulfilling the duties of this Position Description; and
- (b) Completed a Certificate IV in Government Investigations/Diploma of Justice Studies or Certificate IV in Animal Control and Regulation; and
- (c) Ability to demonstrate working under general direction with freedom to act within defined established practices.

### To be considered for appointment at Level Five (5), you will need to have:

- (a) Attained at least over five (5)+ years' experience in undertaking complex & sensitive investigations and determining appropriate compliance or enforcement strategies as a Local Government Ranger, Local Law Officer, or similar Local Government work fulfilling the duties of this Position Description; and
- (b) Completed a Certificate IV in Government Investigations/Diploma of Justice Studies or Certificate IV in Animal Regulation and Management; and
- (c) Ability to demonstrate working under general direction with freedom to act within defined established practices.

## Position Specific Requirements & Conditions

1. The successful candidate will need to be appointed as an 'authorised person' and pass a 'powers of entry' test for the relevant legislation.
2. This position is required to undertake frequent travel by motor vehicle for patrols of the region with accommodation provided by Council often unaccompanied and through remote and isolated areas.
3. The position is required to be rostered for after-hours on-call duties including weekends based on operational needs.
4. The incumbent of this position has been identified as a person working in an 'at risk work location' or is an 'at risk' worker. It is compulsory that the incumbent be protected by the relevant immunisation in accordance with Council's Staff Immunisation which include Hepatitis A, Hepatitis B, Tetanus, and Q Fever.
5. Applicants should be aware of the animal and declared pest related environment, which houses domestic animals as well as use chemicals used disease control and cleaning. Applicants should not suffer allergies or chemical sensitivities nor be averse to an animal friendly environment.

# POSITION DESCRIPTION



## E. 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 checked="" type="checkbox"/> 1 - 4 Hrs | <input checked="" type="checkbox"/> 1 - 4 Hrs | <input checked="" 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 checked="" type="checkbox"/> |
| Cold          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Dampness      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Fumes/Gases   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| 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 checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching  | <input type="checkbox"/> | <input checked="" 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

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



# POSITION DESCRIPTION



- 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
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.

#### CARING

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

We believe that people matter.

#### TEAMWORK

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

We cultivate commitment through shared purpose, to create value.

#### 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.**