

Job title: Coordinator Community Strengthening & Engagement	
Classification: Band 8	Effective Date: November 2024
Reports to: Manager, Communities, Engagement and Integrated Planning	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Coordinator Community Strengthening & Engagement leads a team of community development and community engagement officers to deliver on key community priorities arising from Council's strategic plans. A key leadership role within the organisation, the Coordinator helps to set and implement the strategic direction across Council.

Key Responsibilities

Position Specific Responsibilities

- Lead a whole of organisational approach to community engagement, ensuring the application of the Local Government Act, Council's Community Engagement Policy and importantly, meeting the needs and expectations of the Whitehorse community, including developing annual initiatives for the Council Plan and Health and Wellbeing Plan, drawing on relevant priorities from Whitehorse Community Vision 2040, departmental plans and other plans.
- Coordinate strategic advice to internal Council departments regarding engagement tools to engage community members and promote participation in Council decision making (utilising the IAP2 model)
- Lead and actively participate in cross organisational working groups to ensure the strategic directions and objectives of the Council are understood and considered by officers responsible for preparing strategic plans and documents.
- Identify key community and health priorities through keeping abreast of social trends and community needs and plan initiatives that address these needs in priority areas of focus that are consistent with Council's role as partner, funder, facilitator, researcher and policy developer.
- Contribute to the organisational planning processes to ensure integration and strategic alignment, and the inclusion of review and reporting that is outcomes-focused, is integrated with corporate performance monitoring and builds organisational skills and capacity.
- Actively participate in advocacy and planning opportunities to influence legislative or industry changes pertaining to best practice and continuous improvement activities.
- Represent Council and work effectively with a range of public, health, community and private sector organisations to improve planning and coordination across social and health policy matters and initiatives for the municipality.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Contribute to the organisational workforce and service planning.
- Provide strategic advice and support to the CEO, Executive Leadership Team and Manager Community Engagement & Development as required.

Accountability and Extent of Authority

Budget:

- Develop, monitor and report on the Community Strengthening & Engagement budget
- The position has authorisation of expenditure within the budget and Council delegations framework.
- Apply sound financial management techniques to service budget processes.

Staff responsibility: The position is responsible for the supervision of the Community Strengthening Team Leader, Social Policy Officer and Community Engagement Advisors.

Judgement and Decision Making

- The position is required to make decision to help solve complex problems (both strategic and operational) and develop mechanisms or procedures for delivery of services in line with delegated authority, Council policy and legislation.
- Exercises judgement, initiative and discretion in the context of identified objectives and outcomes.
- Ability to appreciate the diversity and complexity of Council services to exercise judgement in addressing Council planning and performance monitoring issues.
- Ability to develop flexible, innovative and fundable solutions to meet organisational and community needs and issues and determine appropriate partnerships and build consensus to enable collaborative service delivery arrangements.

Qualifications and certifications

- A tertiary or postgraduate qualification in a related area such as social sciences, community development/engagement or management.
- IAP2 accreditation is desirable.

- Satisfactory National Criminal History Check.
- Working with Children Check.

Specialist Knowledge and Skills

- Demonstrated experience in providing leadership to a multi-disciplinary team and capability in coaching and motivating people.
- Significant level of knowledge and understanding of the priorities, principles and practices of community development, community engagement and health promotion in a local government setting.
- Applied understanding and demonstrated experience of community engagement approaches and methodologies (e.g. IAP2 framework) which enhances community capacity and capability.
- Experience, knowledge and understanding of the relevant legislation and regulatory requirements in which local government operates.
- Project management skills, including the ability to ensure ongoing engagement of a wide range of stakeholders throughout a project as well as delivering on project outcomes.
- Demonstrated experience in the development and implementation of plans, strategies, policies or frameworks.
- Demonstrated ability to understand the strategic goals of Council and the ability to strategically apply these to the planning of Council operations.

Interpersonal Skills

- Highly developed communication skills to be applied across all levels of the Council, as well as with external stakeholders including State Government Departments and agencies and local community organisations and health services.
- Highly developed report writing, policy and strategy writing and strategic advocacy.
- Ability to discuss and resolve problems – internally and externally in a constructive manner.
- Well-developed interpersonal skills with an ability to engage and negotiate with people from all positions and backgrounds.
- Ability to lead, influence and gain the cooperation of internal stakeholders in a consultative and respectful manner.

Key Relationships:

- The Coordinator Community Strengthening & Engagement reports directly to the Manager Communities, Engagement and Integrated Planning.
- The Position is required to lead and support the staff in the Community Strengthening & Engagement team as well as the broader Communities, Engagement and Integrated Planning department in addition to liaising and working with officers from across the organisation and organisations in the community.

- The position presents and discuss complex information and concepts to Councillors and the Executive Leadership Team that is concise and easy to understand.

Management Skills

- Ability and willingness to challenge embedded practices to develop and implement improved processes and procedures with a focus on customer experience and continuous improvement.
- Demonstrated ability to plan, prioritise and deliver both on an individual basis and as part of a team, within timeframes and in an environment of change and conflicting demands.
- Capacity to lead and manage staff and establish a positive and high-performance culture
- Proficiency with the Microsoft Office Suite and the ability and willingness to embrace innovative technologies, methods, products and processes in the pursuit of continuous improvement.

Key Selection Criteria

1. Demonstrated experience providing leadership, coaching and management of a multi-disciplinary team to build a high-performance culture.
2. Strong strategic and conceptual thinking and the ability to instil community development and engagement practice models within the team and across the organisation.
3. Applied experience in project management and evaluation including an ability to manage complex projects and deliver effective community and organisational outcomes.
4. Excellent written and interpersonal skills including the ability to communicate effectively with people from a wide range of professional disciplines.
5. Demonstrated experience in developing effective internal and external partnerships with mutual benefit for Council and community.
6. High level of emotional intelligence and the ability to manage self and others and model our values and behaviours (collaboration, trust, excellence, accountability, respect) within a high-pressure environment.

PHYSICAL REQUIREMENTS FOR POSITION

POSITION TITLE: Coordinator Community Strengthening & Engagement

LOCATION/DEPARTMENT: Communities, Engagement and Integrated Planning

TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)	✓		
Walking/standing (extended)		✓	
Driving car/utility/truck	✓		
Lifting/carrying duties (light)		✓	
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)			✓
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements			✓
Climbing stairs/ladders/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise			✓
Repetitive arm/wrist/hand movements			✓
Other (please specify)			

Any other relevant comments:

This position is an office-based role