Position Description

Position Title	Community Hub Development Officer
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City / Experience and Partnerships
Team	Programming and Cultural Development
Classification	Band 6
Date	November 2024

Reports to:	Team Leader Programming and Cultural Development
Supervises:	Community Hub Volunteers
Internal Liaison:	Creative and Engaged City staff, Community Strengthening staff, other Council departments
External Liaison:	Community Hub Advisory Committee/s, Community groups and organisations, Services agencies, Government departments, Business groups, local, regional, and state professional networks.

Position Objectives

Primary purpose of this role is to plan, implement, and facilitate activities and programs across all Community Hubs and relevant community facilities. Your goal is to build capacity and inclusion, enhancing the health and wellbeing of the community by:

- Stimulating greater use of community hubs by building relationships with external partners and hirers.
- Delivering activities that align with the Hubs' Strategic and Action Plans.
- Developing and implementing innovative programming that supports the growth and engagement of the community.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Relevant tertiary qualifications along with some relevant experience. Relevant experience should include:
  - Demonstrated experience in Community Development activities, programs, and services.
  - Specific experience utilising Community Engagement or Community Capacity building principles specifically in relation to empowerment and development of connected and resilient communities.
- Demonstrated excellent problem-solving skills and ability to provide advice / influence external stakeholders and people across all levels of a large organisation.
- Demonstrated ability developing timely, relevant, and professional written and verbal communication including the preparation of reports and budgets.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Community Development and Engagement	• Identify opportunities to work in partnership with community organisations and services to develop, implement and monitor, projects and grant opportunities that deliver outcomes for the local community within Community hubs, including assisting in the development and implementation of any related frameworks and policies. • Facilitation of relevant community hub Advisory Committees. • Building relationships with external partners, hirers and community groups stimulating greater use and activation of Community Hubs. • Development of non-library programs both within the hub buildings and in the adjacent outdoor areas. • Identify opportunities to promote and connect residents with local services and community agencies. • Work with the Team Leader Programming and Cultural Development to identify and develop relevant programming opportunities across other community facilities. • Work with and supervise as required community hub volunteers, including their health and safety and training and development.
Strategic Overview	• Ensure that all activities and programs align with the broader strategic objectives and plans of the Council, including relevant community, cultural, and strategic frameworks. • Regularly contribute to the development of strategies that enhance community engagement and support the Council's strategic goals.
Stakeholder communication and Network development	• Maintain and document appropriate correspondence with community organisations and groups. • Develop and maintain positive, active external stakeholder relationships with key community networks, groups, and organisations. • Develop and support positive, collaborative internal stakeholder relationships within Council. • Develop and deliver innovative activities and programs that develop and strengthen mutually beneficial networks between corporate and not-for-profit sectors.
Budget and Administration	• Ensure the timely preparation of reports on Community hub activities and programs. • Monitor and manage budgets associated with Community Hub activities and programs to ensure financial targets are met. • Provide administrative support to the Hub Advisory Committee. • Assist in the preparation of funding submissions and ensure accurate reporting on financial performance for funded projects

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  o zero tolerance of racism and expectations that staff will act on incidents of racism
	  o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

☐ ☒ This position requires a vision test

☐☒   This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☒	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☒	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall *– ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☒	☐
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☐	☐	☐	☒
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☐	☐	☐

Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☐	☒	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☐	☒	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☐	☒	☐	☐
Reaching – *Extending arms out in any direction*		☐	☒	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☒	☐	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☐	☒	☐	☐
Writing/typing		☐	☐	☒	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☒	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- May manage resources or provide input into the development of policy.
- Where prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- Where primarily involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.
- Many positions in this Band would have a formal input into policy development within their area of expertise and/or management.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- The position requires proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices. This includes skills and knowledge of Community Development activities, programs, and Community Engagement/ Capacity building principles specifically in relation to empowerment and development of connected and resilient communities.
- All positions require an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- A familiarity with relevant reporting, monitoring and budgeting techniques.

Management & Interpersonal skills

The essential position requirements include:

- These positions require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development.
- These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees. This includes ability to building effective relationships with internal and external stakeholders and community groups stimulating greater use and activation of Community Hubs.
- All employees in this Band must also able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	**Signature**	**Date**
Occupant	Clara Yip		

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement

	• Models Greater Dandenong's ethical and organisational standards
	• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.