

## Position Description

|                          |  |
|--------------------------|--|
| <b>Position Title:</b>   | <b>Community Advocacy Officer</b>  |
| <b>Business Unit:</b>    | Community Advocacy Unit  |
| <b>Department:</b>       | Community Development, Sport and Recreation  |
| <b>Directorate:</b>      | Community Services   |
| <b>Classification:</b>   | Band 6   |
| <b>Date:</b>             | February 2022  |
| <b>Reports to:</b>       | Coordinator Community Advocacy   |
| <b>Supervises:</b>       | Nil  |
| <b>Internal Liaison:</b> | Team Leaders, Coordinators, Managers, Director, Councillors, Business Units  |
| <b>External Liaison:</b> | A broad range of community stakeholders, agencies, government departments, other municipalities, service providers and residents |

### 1. Position Objective

The primary objectives of the position are to:

- To contribute to the development, design, and implementation of a range of advocacy and integrated social planning activities that will build capacity and inclusion and enhance the health and wellbeing of the community.

### 2. Key Responsibility Areas / Position Specific Responsibilities *\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

#### Social Planning, Advocacy and Research

- Undertake advocacy activities as directed by the Coordinator, and where available, in accordance with the Advocacy Action Plan.
- Monitor and research emerging social policy, health and wellbeing and diversity, access, and equity issues.
- Provide analysis of regional, state, and federal policy initiatives, which have implications for Council and interpret data and information, drafting high-quality reports and briefing papers for Council and management
- Contribute to the development, implementation and evaluations of plans and policies for the Community Services Directorate and across Council including the Council Plan.
- Provide high level consultation and a range of community engagement practices and activities whilst developing and maintaining strong internal and external relationships and networks.
- Contribute to submissions and applications for funding, awards, and policy responses as well as to the preparation of papers, reports, and documentation to ensure strong advocacy, planning and policy outcomes.
- Monitor and recommend responses to emerging social and policy issues and report on business plan outcomes, ensuring compliance and organisational requirements are met.

### 3. Overall Position Accountability and Authority

The position is directly held responsible for:

- The provision of high-quality specialist advice and reporting on social planning and advocacy in relation to clients or regulating clients, with the freedom to act 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.
- Delivering operational and strategic perspective and providing outcomes which are sustainable, fiscally responsible and benefit Council and the community, including monitoring developments across Community Services sectors, facilitating appropriate community engagement in activities, events and programs as well as ensuring management and stakeholders are kept informed, (with confidentiality and sensitivity).
- Providing input into departmental business planning and contributing to corporate planning and reporting processes. This 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 planning and process development.

#### 4. Judgement and Decision-Making Skills

Judgement and decision making will be 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.

##### Independently

*Required to make well thought through, sound judgements and decisions on:*

- Applying relevant specialised expertise to routine decisions, methods, procedures, and processes.
- Solving problems independently using initiative, experience, and business acumen.
- Applying and interpreting statistical/economic/business data.
- Innovative and creative solutions will be needed when precedent is not evident.

##### With Input from or Recommends and identifies to the Coordinator Community Advocacy

- Researching, identifying, and proposing solutions to complex issues related to Advocacy and Social Planning services, programs, and projects, going outside the norm when seeking external opportunities
- Assist in developing business plans and budgets, determining the most feasible and cost-effective strategy to achieve an acceptable outcome taking into account risks, costs and impacts to clients and Council.
- Expected to make assessments and recommendations on issues, trends, gaps, ideas for innovation and improvement and any potential issues that may impact upon the success of the program/plan, preparing for and seeking approval of advocacy and social planning recommendations/initiatives.
- Variations to 'standard processes' to explore different situations and strategies and more complex decisions are subject to review with the Team Leader.

##### Guidance

- Guidance and advice are usually available from the Coordinator, however before seeking guidance, it is expected that you will have independently researched and developed a range of options and solutions for consideration.

#### 5. Specialist Skills and Knowledge

The essential position requirements include:

- A proven successful record of community engagement, advocacy, evidence, and contemporary thinking which responds to the needs and aspirations of a culturally diverse community balanced against a good knowledge of integrated local area planning, social and urban planning issues, theories, and population growth issues.
- Good knowledge and skills in social research methods, design, implementation, and analysis along with expertise in researching, planning, and developing a range of advocacy, social planning and community development strategies, policies, and programs, including the underlying principles as distinct from the practices.
- Facilitation skills to develop partnerships with business, community and government agencies and support others to achieve agreed outcomes and ability to incorporate and deal with sensitive and confidential internal and council issues.
- A familiarity with relevant budgeting techniques is required along with an understanding of the long-term goals of the unit, the environment in which Local Government operates and of the relevant policies of both the unit and the wider organisation.

#### 6. Management Skills and Interpersonal skills

The essential position requirements include:

- 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.
- Gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities. Skills involve advocating and consulting with stakeholders in conjunction with the Coordinator and Manager, including the capacity to work diplomatically and professionally across Council, with community groups, agencies, and organisations.
- Liaise with their counterparts in other organisations to discuss specialist matters and with other employees with other functions in their own organisation to resolve intra-organisational problems.
- Well-developed written skills including intermediate to advanced PC skills to transition information into business enhancements; preparing reports, submissions, and funding applications along with effective interpersonal skills, incorporating verbal and written communication, engagement advocacy, problem solving and customer service.

## 7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

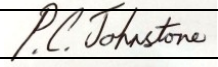
### Essential

- A tertiary qualification in Social Science, Urban Planning, Community Development, Public or Social Policy or equivalent along with some relevant experience researching, planning and developing a range of social planning and community development strategies, policies and programs including developing partnerships with business, community and government agencies and lead others to achieve agreed outcomes.
- Well developed skills and experience in community consultation and engagement, incorporating a successful record in advocacy, developing policy, conducting research and social planning, including a genuine commitment to ethical management and inclusivity in decision making, principles of social justice and equitable access.
- Skills in managing time, setting priorities, planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Highly effective interpersonal skills, incorporating verbal and written communication, analytical, problem solving and customer service along with a familiarity with relevant budgeting techniques.
- A current (and ongoing) valid Victorian Drivers Licence, as well as satisfactory (and ongoing) Working with Children's and Police Checks supplied prior to offer of employment and commencement.


### Verification

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


#### **Prepared by:**

|              |                 |                   |   |
|--------------|-----------------|-------------------|---|
| <b>Name:</b> | Peter Johnstone | <b>Signature:</b> |  |
| <b>Date:</b> | February 2022   |                   |   |

#### **Manager:**

|              |               |                   |   |
|--------------|---------------|-------------------|---|
| <b>Name:</b> | Jim Davine    | <b>Signature:</b> |  |
| <b>Date:</b> | February 2022 |                   |   |

#### **Director:**

|              |               |                   |   |
|--------------|---------------|-------------------|---|
| <b>Name:</b> | Martin Fidler | <b>Signature:</b> |  |
| <b>Date:</b> | February 2022 |                   |   |

#### **Position Occupant:**

|              |  |                   |  |
|--------------|--|-------------------|--|
| <b>Name:</b> |  | <b>Signature:</b> |  |
| <b>Date:</b> |  |                   |  |

### **Inherent Physical / Cognitive Requirements of the position**

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by:

Signature

Date:.....

| <b>Cognitive Demand</b>                      | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| Regular communication with team/work mates   | ✓          |           |
| Regular communication with others            | ✓          |           |
| Verbal instruction and supervision of others |            | ✓         |
| High concentration                           | ✓          |           |
| Planning and problem solving                 | ✓          |           |
| Job/task organisation                        | ✓          |           |
| Short-term memory                            | ✓          |           |
| Long-term memory                             | ✓          |           |

## Position Description

### APPENDIX 1

#### Additional Key Responsibility Areas for all employees

##### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt, and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

##### Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge, and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.