



Croydon Shire Council

Position Description

Position Title	Community Support Officer
Department	Community Services
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Level 3, Year 1- Stream A – Division 2 Section 1 - Administrative Services
Position Type	Full Time
Reports To	Manager Community Services

Position Objective

The position will perform duties across all units within Community Services including Childcare, Matron Morrow Library, Swimming Pool, community events and groups, community engagement, funerals, Environmental Health and other programs. To work with mutual respect and collaboratively with staff to challenge and learn from each other, recognising each other's strengths and skills.

The position will provide administrative support within Council's Community Services team in a professional, efficient and confidential manner to enhance the performance of the Council and its operations.

Duties and Responsibilities

- High level of customer service to both internal and external clients/stakeholder
- Maintain accurate records, including attendance/participation/engagement, facility usage and job cost allocations.
- Administrative support including the preparation of correspondence and reports.
- Support Community Services Manager with Grants:
 - Sourcing quotes and relevant information
 - Collating data
 - Progress reports, acquittals
- Support Cultural Heritage initiatives:
 - Develop and implement Cultural heritage programs.
- Community engagement
 - Keeping community aware of programs, projects via face to face, social media and other avenues.



- Compiling data and relevant reports related to activities or initiatives.
- Funerals
 - Liaise with families/Funeral directors/ QLD Health and neighbouring Shires in an appropriate manner to ensure effective service delivery at all times.
 - Repatriation
 - Cemetery plot preparation and records management
 - Liaise with Councils genealogy staff for historical records.
- Community Groups
 - Administrative support to local groups to support effective function and ongoing viability.
- Community Grants
 - Manage Councils community grants scheme in line with Policy and procedure.
 - Prepare accurate reports for Council consideration in a timely manner.
- Sport, Recreation and Leisure activities
 - Actively pursue grants for sport, recreation and leisure activities
 - Liaise with community to identify needs.
 - Conduct physical and virtual classes and activities.
 - Compiling data relevant reports related to activities or initiatives.
 - Program youth activities for school holidays periods.
 - Assist in maintaining the gymnasium and associated equipment and activities.
- Attend to enquiries and requests from internal and external customers.
- Contribute to the efficient and productive operation of Croydon Shire Council and maintain and foster a team spirit among those in the working environment.
- Assist with records management tasks as required.
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Attend meetings and participate in training programs as required.
- Undertake other duties as directed, consistent with skills, competence and training.
- Comply with Council's Code of Conduct

Work Health and Safety

Comply with all work health and safety legislation, Councils Work Health and Safety Management System, SafePlan and Council policies/procedures/work instructions and codes of practice. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Officer. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- Subject to prior approval by management, all employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.



- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
- Establish and maintain effective professional relationships with Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation with their supervisors, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.

Skills

- Ability to work in a team environment and support other members.
- Sound level of interpersonal and communication skills.
- Sound level of numeracy and literacy skills.
- High level of computer literacy and ability to learn new systems/processes.
- High level of personal initiative, be self-motivated and have good time management, planning and organisational skills.

Qualifications / Experience

- Sound level of computer literacy including MS Word, Excel and Outlook.
- Current Queensland 'C' Class Drivers Licence (Manual)
- Mandatory – Eligible for Queensland Blue Card – Working with Children
- Desired – Pool lifeguard qualification or willingness to obtain.
- Experience working closely with community members and general public



Key Performance Indicators (KPI's)

- Compliance with all policies and procedures applying to the duties of the position.
- Professional relationship with internal and external customers including direct team.
- Customer service and engagement are carried out to a high standard.
- Active participation in community events
- Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instruction.
- Compliant Records Management is adhered to for the secure protection of Corporate Records.
- Compliance with Croydon Shire Council's Code of Conduct.
- Contribution to the efficient and productive operation of the Local Government Organisation.

Selection Criteria

Essential

- Experience in Administration or Community consultation role.
- Current First Aid / CPR / Anaphylaxis and Asthma Certificate.
- Current and valid Positive Notice Working with Children Blue Card
- Demonstrated knowledge and understanding of regulatory and legislative requirements and standards.
- High level of customer service skills, verbal and written communication skills and ability to effectively deal with a broad range of customers.
- Be self-motivated and have excellent time management, planning and organisational skills.
- Ability to work under limited direction and supervision and maintain a friendly and helpful work attitude.
- Manual C class drivers' licence

Certification

Employee:

Employee Signature _____

Date ____/____/____

Chief Executive Officer:

Chief Executive Officer Signature _____

Date ____/____/____