

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Community Recovery Officer (Fixed Term Employment Contract
12 Months)
Reference No: 19/21**

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

September 2021



Position Vacant

Applications are invited for the below position:

Community Recovery Officer (Fixed Term Employment Contract 12 Months) - PV 19/21

Salary Package commensurate to experience negotiable between \$70,000p.a. - \$80,000 p.a. is envisioned for the right candidate, plus 10% superannuation.

Tenterfield Shire has a unique and exciting opportunity for a community focused professional to support the Tenterfield community recovery after the 2019/2020 bushfires. This externally funded role is a temporary full time position for a period of 12 months.

You will provide essential leadership and support to the community, and work closely with key stakeholders to identify community needs, development of local recovery programs, and assist the community in accessing valuable information and resources. This position is fundamental in coordinating the bushfire recovery processes for our local community.

You will possess

- Demonstrated knowledge of community development, disaster recovery principles, practices, standards, and related disciplines and awareness of contemporary trends and issues and their application and impact, and
- Practical knowledge of the needs of a range of diverse customers and cultures, and the services delivery that meets these needs using initiative, creativity, negotiation, consultation and conflict resolution skills.
- Diploma/Degree/Certificate in Social Work, Social Sciences, Community Development, or Community Welfare, plus a minimum of 2 years' experience or substantial community development/community recovery experience is desirable.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's Acting Manager Economic Development & Community Engagement or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be emailed to the Chief Executive at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4pm, 23 September 2021**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect & Excellence (ICARE).

Only those with the right to work in Australia need apply.

Daryl Buckingham
Chief Executive



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 19/21**

Position applied for: **Community Recovery Officer (Fixed Term Employment Contract 12 Months)**

Mr **Family Name:** _____

Mrs **Given Names:** _____

Ms **Preferred Name:** _____

Miss

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive

Tenterfield Shire Council

Confidential: Job Ref No: 19/21 – Community Recovery Officer (Fixed Term Employment Contract 12 Months)

PO Box 214

TENTERFIELD NSW 2372

hr@tenterfield.nsw.gov.au

Job Enquiries:

Manager Economic Development & Community Engagement

Phone: (02) 6736 6000 (during business hours)

Email: hr@tenterfield.nsw.gov.au

HR, Workforce Development & Safety

Phone: (02) 6736 6000 (during business hours)

Email: hr@tenterfield.nsw.gov.au



Position Description
Community Recovery Officer
(Fixed Term Employment Contract 12 Months)

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Chief Executive
Section:	Economic Development & Community Engagement
Position Identifier:	CRO/V1
Classification:	Council's Salary System Grade 15- Grade 16 negotiable - commensurate to experience
Industrial Instrument:	Local Government (State) Award
Location:	Administration Building, 247 Rouse Street, Tenterfield.
Date position description approved	1 June 2020

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

The position of Community Recovery Officer is project specific and has a definable work activity that is externally funded. The role is responsible for supporting community recovery after the 2019/2020 Bushfires. The incumbent will work with the community to identify needs, develop local recovery programs, assist in accessing information and resources and provide leadership and community capacity building. This includes:

- Initiating and supporting key committees and working groups;
- Monitoring and evaluating local recovery programs and activities;
- Establishing cooperative networks across government, non-government and community groups that can assist community recovery and develop local infrastructure that will endure beyond the term of this position.

Key accountabilities

Within the area of responsibility, this role is required to:

Relationships

- Establish of Community Resilience Network/s to coordinate key local social recovery partners and representatives to assist in coordinating work being undertaken locally through events, workshops and activities being run.
- Work collaboratively to develop strong and effective working relationships with peers, staff and stakeholders including the community.
- Engage in wide-ranging consultation and negotiation with all relevant stakeholders to facilitate appropriate and effective community led recovery activities and programs.
- Contribute to the establishment of processes to gather feedback from community members and groups to contribute to ongoing improvement.
- Contribute to community awareness programs and support the development of community-based activities.

Community Development

Facilitate community consultation and self-determination, in particular:-

- Work with the community and all relevant stakeholders to ensure community participation in order to identify the needs of the community post the bushfires.
- Consult and support community participation in relation to rituals, symbols and anniversary events.
- Support volunteers, community members and groups with community run events and activities by assisting with promoting and participating.
- Provide high level support and advice to community development stakeholders.

Project Management

- Manage allocated funds and exercise financial resource delegation within project requirements.
- Establish timelines and provide regular project update and reports, briefings and other relevant correspondence.
- Develop a work plan and budget to include appropriate strategies, activities, timelines and performance indicators for supporting community recovery.
- Maintain a flexible approach to the planning and development of relevant projects and plans to meet changing community needs.

Information Management

- Develop and disseminate documents for key stakeholders regarding proposed and ongoing community recovery activities e.g. calendar of events.
 - Produce and disseminate progress updates and reports.
-

- Report back to the local recovery committee and regional health and wellbeing committee.

Organisational Contribution

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow Council's policies, protocols and procedures to manage and minimise risks.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with Council's Code of Conduct, and the Government Code of Ethics for Public Sector Employees.

Key challenges

Effective leadership and collaboration with key stakeholders and the community, to identify community needs, development of local recovery programs and assist the community in accessing information and resources in the recovery of Tenterfield Shire following the 2019/2020 bushfires.

Key internal relationships

Who	Why
Manager Economic Development & Community Engagement, Community Development Officer, Manager HR, Workforce Development & Safety, HR & Workforce Development Coordinator, Risk Management & Safety Coordinator, Managers, all other staff as required.	Service Delivery

Key external relationships

Who	Why
Resilience NSW Recovery Teams, Other Local Councils impacted by the fires, Local Recovery Committee, Regional Health & Wellbeing Committees, Local community groups and leaders, National Bushfire Recovery Agency's (NBRA) Recovery Support Officer, Non-government organisations and local service providers, Local Community.	Service Delivery

Key dimensions

Decision Making

In line with approved delegations

Reports to

Manager Economic Development & Community Engagement

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Advanced	<ul style="list-style-type: none"> • Is flexible and readily adjusts own style and approach to suit the situation • Adjusts tactics or priorities in response to changes in the organisational environment • Gives frank, honest advice, even in the face of strong, contrary views • Accepts criticism of own ideas and responds in a thoughtful and considered way • Welcomes challenges and persists in raising and working through difficult issues • Shows composure and decisiveness in dealing with difficult and controversial issues
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Personal Attributes Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace
Relationships Communicate and Engage	Advanced	<ul style="list-style-type: none"> • Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • Is attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Builds and maintains professional relationships inside and outside the organisation • Makes a strong personal impression and influences others with a fair and considered approach • Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise • Identifies key stakeholders and tests their level of support in advance of negotiations • Uses humour appropriately to enhance professional relationships and interactions • Pre-empts and minimises conflict by working towards mutually beneficial outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Results Create and Innovate	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
Resources Finance	Adept	<ul style="list-style-type: none"> • Uses basic financial terminology appropriately • Considers the impact of funding allocations on business models, projects and budgets • Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition • Prepares and evaluates business cases with due regard for long term financial sustainability • Applies high standards of financial probity with public monies and other resources • Identifies, monitors and mitigates financial risks

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Resources Procurement and Contracts	Adept	<ul style="list-style-type: none"> • Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers • Delivers open, transparent, competitive and effective procurement processes • Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met • Takes appropriate actions to manage and mitigate procurement and contract management risks

Supplementary Information

Selection Criteria (Applicant must address all selection criteria)

Essential:

1. Demonstrated knowledge of community development and disaster recovery principles, practices, standards and related disciplines, and awareness of contemporary trends and issues and their application and impact.
2. Demonstrated experience in the creation and activation of community development plans and activities, and ensure effective project management.
3. Demonstrated experience in analysing and integrating information from a variety of sources to develop and deliver reports and presentations.
4. Practical knowledge of the needs of a range of diverse customers and cultures, and the services delivery that meets these needs using initiative, creativity, negotiation, consultation and conflict resolution skills.
5. Demonstrated experience analysing problems, and formulating solutions based on the practical interpretation of policies, procedures and relevant legislation.
6. Experience in identifying and resolving issues whilst working towards a positive mutual outcome.
7. Complete a Background Screening and National Criminal History Record Check.

8. Possess current Class C Drivers Licence.
9. Demonstrated experience of EEO practices as they apply at the workplace level.

Desirable:

1. Previous experience in a similar role, in Industry or Local Government.
2. Diploma/Degree/Certificate in Social Work, Social Sciences, Community Development, or Community Welfare, plus a minimum of 2 years' experience or substantial community development/community recovery experience.

General Information

Hours of work:

Full time fixed term employment contract, working a 70 hour fortnight. Hours of work are generally 8:30am to 5:00pm Monday to Friday with a 43 minute lunch break. Staff adhere to a nine day fortnight policy.

Some variation in work hours will be required, depending on work status including possible overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with The NSW Local Government (State) Award, and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.
- When required, Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
 - The attainment of a diverse and multi skilled workforce;
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- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the Position Description and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are generally held at Council's Administration Building. Face to face interviews are preferred; however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele/video conference. The same interview questions and format is followed for each candidate and the interview process usually takes approximately 30 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes a few days up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the job Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed, and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
