



POSITION TITLE	Community Development Coordinator-Casual
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6
DIRECTORATE	Community Development
BUSINESS UNIT	Community Development
REPORTS TO	Team Leader Population Health and Community Wellbeing
SUPERVISES	Youth Officer and Community/Youth Assistant Officer
EMPLOYMENT STATUS	Casual
DATE	
EMPLOYEE NAME	Vacant

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

As the Community Development Coordinator, your primary objective is to build a strong, healthy and cohesive community through initiatives that connect, support, build capacity and empower.

Key responsibilities include implementing the council's Municipal Health and Wellbeing Plan, Reconciliation Action Plan and Youth Strategy.

The role will facilitate inclusivity, provide a platform for all voices, while promoting empowerment and self-determination.

You will work alongside community cohorts to assess strengths and needs, providing tailored capacity-building initiatives, programs and resources. Additionally, you will oversee engagement opportunities such as youth development activities to foster active community participation.

A significant aspect of this role is cultivating and nurturing relationships with community cohorts and stakeholders. Your communication style should be adaptable, respectful, and attentive, fostering collaboration. Success in this position relies heavily on your ability to genuinely respect the perspectives and needs of the community, while also

our values TRUST - RESPECT - INTEGRITY - LEARNING
our mission WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

demonstrating strong project management skills to effectively implement initiatives that address community needs.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

In this role, the Coordinator will have a range of responsibilities:

- **Project Delivery:** Manage multiple community development projects across all phases, including project planning, stakeholder engagement, project implementation, tracking deliverables, budget management, and evaluation/reporting.
- **Drive and contribute to Plans and Strategies:** Contribute to the delivery of Council's Municipal Health and Wellbeing Plan. Oversee the planning, implementation, and reporting of the council's Reconciliation Action Plan, Youth Strategy and Rainbow Roadmap to ensure inclusivity and provide a platform for all voices within the community.
- **Leadership and supervision:** Provide leadership and supervision to up to two staff members responsible for community development activities, aimed at encouraging active community participation and fostering a sense of belonging and lead the implementation of grant activities.
- **Engage with community:** Lead the Reconciliation Action Plan reference group to govern, support, implement, and monitor the progress of the Reconciliation Action Plan, facilitating effective communication between Aboriginal and Torres Strait Islander communities and Wodonga Council. Engage with community members who are culturally and linguistically diverse, of diverse ages, and gender diverse to ensure their voices and needs are represented and addressed.
- **Advocate for community:** Advocate for community interests and needs within relevant forums and platforms, amplifying their voices and promoting empowerment and self-determination.

Project Delivery

- Manage multiple community development projects across a range of portfolios on time and on budget.
- Deliver projects across all project phases including project planning, stakeholder engagement, project implementation, tracking deliverables, budget management, and evaluation/reporting.
- Follow council's systems and procedures to deliver projects, including those relating to procurement and risk.

Research, Planning and Policy

- Stay informed about changes, reviews, and implementations of relevant legislation, including the Multicultural Victoria Act 2011, Equal Opportunity Act 2010, Racial and Religious Act 2010, Gender Equality Act 2020 and Victorian Charter of Human Rights and Responsibilities Act 2006.
- Uphold legislative and ethical standards while promoting diversity, equity, and inclusion in all aspects of community development work.
- Investigate potential funding opportunities and prepare funding applications to support and resource new community initiatives.

Collaboration

- Collaborate with external organisations, agencies, and government bodies to leverage resources and support for community development initiatives.
- Support partners in organising events such as NAIDOC Week, Harmony Day and an annual Rainbow event.
- Ensure a clear understanding of partnership responsibilities to encourage long-term benefits for the community.
- Participate in relevant networks, communities of practice, and form strong strategic partnerships to enhance community development efforts.

Community Engagement

- Ensure that all communications and actions are inclusive of all ages, cultural groups and community diversity.

- Ensure that all engagement and communications with First Nations Peoples are in alignment with council's engagement framework and protocols.
- Clearly explain complex information in both written and verbal communication and tailor communications to meet the needs of diverse groups.

Administration and Reporting

- Work co-operatively with the Team Leader and Manager to ensure all administration and project requirements of the unit are met.
- Maintain appropriate records, data and reports, and adhere to the administrative procedures of the business unit.
- Produce professional internal and external correspondence, reports, presentations, and other documents as required.
- Report on performance against agreed outcomes and external funding obligations.
- Facilitate the administration and progress of any relevant working parties/committees.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

Ability to:

- Make decisions on all matters within the scope of the position, ensuring compliance with delegated authority, legislative requirements, established policy, and recognised standards.
- Understand diverse needs, perspectives, and experiences of community members, ensuring decisions are inclusive and culturally sensitive.
- Assess potential risks and uncertainties associated with community development initiatives, considering factors such as financial risks, legal implications, and potential backlash from community members, and effectively mitigate them.
- Make decisions that uphold ethical standards and align with the organisation's values and mission, including considering the potential impact on community members, maintaining transparency, accountability, and adherence to legal and regulatory requirements.
- Analyse information, data, and situations to understand underlying issues and trends within the community, interpreting needs assessments, evaluating program effectiveness, and identifying potential challenges or barriers.
- Evaluate various perspectives, potential solutions, and consequences to make informed decisions aligned with the organisation's goals and values, critically assessing options and considering their impact on community stakeholders.
- Demonstrate initiative and proven problem-solving skills, applying established techniques and processes to new situations, recognising when adjustments are necessary, and making required changes.
- Make sound decisions based on consideration of facts and alternatives, even with incomplete information, evaluating both rational and emotional elements of situations, and seeking guidance from the Team Leader or Manager if needed.
- Be decisive and commit to a definite course of action to ensure effective and timely decision-making in community development efforts.

SPECIALIST KNOWLEDGE AND SKILLS

- Understand the principles and practices of community development, including asset-based approaches, participatory decision-making, sustainable development strategies and the role of local government.
- Knowledge of diverse cultures, backgrounds, and identities within the community, and how to ensure inclusivity and representation in community initiatives.
- Ability to analyse policies related to community development, advocate for necessary changes, and navigate government systems to address community needs effectively.
- Skills in designing, implementing, and evaluating community programs and initiatives, including monitoring outcomes and assessing impact on community well-being.
- Ability to build and maintain relationships with diverse stakeholders, including community members, government agencies, non-profit organisations, and businesses, to collaborate on community development projects.
- Strong communication skills, including active listening, writing, as well as facilitation skills to lead community meetings, workshops, and forums effectively.
- Ability to work sensitively and effectively with individuals from diverse cultural backgrounds, demonstrating respect for cultural differences and adapting approaches accordingly.
- Skills in project planning, budgeting, and implementation, including time management, resource allocation, and risk management to ensure successful delivery of community development initiatives.
- Strategies to empower community members to take active roles in decision-making processes, build leadership skills, and strengthen community capacity for self-determination and resilience.

MANAGEMENT SKILLS

- Effectively plan, organise and manage position responsibilities in order to achieve targets.
- Make decisions requiring the balancing of competing demands.
- Identify emerging issues and generate ideas in response.
- Show initiative and prioritise opportunities proactively.
- Capacity to engage and liaise with funding bodies, community groups and a broad range of stakeholders.
- Co-ordinate partners and stakeholders to advocate for resources and capacities.
- Actively seek to participate in, develop and maintain productive, sustainable and strategic community and professional partnerships to enhance community outcomes.
- Monitor the implementation of interventions to ensure delivery within quality, time and budget.
- Ability to lead projects and foster a strong team environment.

INTERPERSONAL SKILLS

- Liaise with counterparts in other organisations to discuss specialist matters relating to community development projects.
- Work collaboratively with internal colleagues to resolve intra-organisational matters.
- Maintain confidentiality.
- Possess high level of interpersonal skills, including:
 - High level oral and written communication skills;
 - Well-developed engaging and influencing skills;
 - Developed ability to think strategically;
 - Intellectual and personal flexibility; and,
 - Conceptual and analytical ability.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position including the ability to use Council's applications and systems to carry out the requirements of the role.

CUSTOMER CARE

Meet council's Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;
- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;
- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- A tertiary qualification in community development or strong experience in a community development and/or community wellbeing role.
- Strong experience in project management.
- Proven track record in coordinating collaborative partnerships to deliver on project objectives, including building relationships with community and stakeholders, facilitating communication, and managing expectations to achieve common goals.
- Strong communication skills, both verbal and written, enabling effective engagement with diverse stakeholders, clear articulation of project objectives and progress, and persuasive advocacy for community development initiatives

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence.
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement).
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required).

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

KEY SELECTION CRITERIA

- **Qualification:** Possess a degree in community development, sociology, or a related field, and/or significant work experience, demonstrating a solid theoretical foundation and practical knowledge in community development principles and practices.
- **Project Management Expertise:** Demonstrate experience in effectively managing community development projects throughout their lifecycle, including research, planning, implementation, monitoring, and evaluation, ensuring projects are delivered on time, within budget, and aligned with organisational goals.
- **Communication Skills:** Exhibit strong interpersonal and communication skills, both verbally and in writing, capable of engaging and mobilising community members, facilitating group discussions, and representing the organisation in diverse forums.
- **Cultural Competency:** Demonstrate cultural competency and sensitivity when working with individuals from diverse cultural backgrounds, including First Nations communities, CALD groups, and marginalised populations, fostering an inclusive and respectful environment.
- **Partnership and Collaboration:** Proven ability to establish and maintain collaborative partnerships with a wide range of stakeholders, fostering relationships that drive shared goals and objectives.
- **Leadership/Supervision:** Display leadership skills, including the ability to supervise staff effectively, provide guidance, support, and mentorship, fostering a positive team environment conducive to achieving organisational objectives.

Staff member signature

People and performance framework

<p>CUSTOMER SERVICE AND COMMUNICATION</p>  <p>Understanding and valuing our customer needs to make sure we provide quality customer service.</p>		<p>BUILD AND ENHANCE RELATIONSHIPS</p>  <p>Collaborating and working with our people and community.</p>		<p>PLAN, ORGANISE AND DELIVER</p>  <p>Performing work to the best of our ability to deliver successful outcomes for our people and community.</p>	
<p>FUTURE FOCUS</p>  <p>Identifying ways we can do better and anticipating future opportunities.</p>	<p>PEOPLE DEVELOPMENT</p>  <p>Looking after the personal and professional growth of our people.</p>	<p>MANAGE HEALTH AND WELLBEING</p>  <p>Recognising the importance of staff health and wellbeing.</p>	<p>SAFETY AND RISK MANAGEMENT</p>  <p>Prioritising safe and ethical behaviour and decision-making in everything we do.</p>		

Customer Service and Communication	
<p>Demonstrates commitment to a high standard of service to customers and the community.</p>	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
<p>Works co-operatively and effectively with others.</p>	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
<p>Organises and prioritises own work to meet work commitments.</p>	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Community planning and development	Primarily desk based duties relating to the role	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external networks, building relationships Attending sites of external agencies and the community Attending internal and external meetings Driving company vehicles (max 45 mins) Computer use Use of council's systems Research and data analysis Completion of funding applications Policy and document review Operate within a budget Event set up Phone use 	Sitting				X
			Standing	x			
			Walking	x			
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching	X			
			Fine motor				X
			Neck postures				X
			Accepting instructions		X		
			Providing instructions			X	
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others		X		
Interaction with others				X			
Exposure to confrontation	X						
Respond to change			X				
Prioritisation				X			