

POSITION DESCRIPTION

Position Title:	26TEN Community Coordinator	Directorate:	Community & Customer Services
Position Number:	100484	Department:	Community
Employment Status:	Full time	Section:	Community Development
Employment Type:	Fixed-Term (18 months)	Location:	Chambers
Classification:	Schedule A, Salary Point 12		
Reports to:	Community Development Coordinator		

PRIMARY PURPOSE:

The 26TEN Community Coordinator will undertake a project to identify local language, literacy and numeracy (LLN) needs, and opportunities to improve skills. They will mobilise new and existing resources in a strategic way with the aim of developing a committed and sustainable 26TEN Community that will maintain momentum after the project concludes.

The Coordinator will build a new network of literacy practitioners, including volunteers, to provide community members with support where they live and work. To support this, the Coordinator will draw on initiatives outlined in the Tasmanian Adult Learning Strategy to grow and strengthen Tasmania's adult literacy and numeracy network and expand the TasTAFE online literacy and numeracy volunteers training program for the business and community sector.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **26TEN Coordinator** reports to the **Community Development Coordinator** for all operational and management matters.
- The role is a key contributor to the Community Development Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as network groups, local businesses, employment agencies, community houses and community service providers to the City of Glenorchy and members of the general public.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Glenorchy 26TEN Community	<ul style="list-style-type: none">• Promoting the value of LLN and lifelong learning to all aspects of life by ensuring the delivery of community events and promotional materials which include messages about the value of LLN• Working with key community contacts to build a network of, and support for, localised LLN tutors including considering professional development needs• Promoting the establishment of permanent 26TEN ambassador roles within businesses, clubs and other organisations• Providing information about availability of LLN support within community hubs, clubs and services• Promoting plain English within local organisations, with a focus on forms and essential public information• Working with local migrant support programs and providers to develop opportunities for informal English language conversations at a local level (e.g. Migrant Resource Centre, Metro, Catholic Care, Red Cross, Glenorchy Library, Community Houses, clubs, Child and Family centres)• Establishing a process to provide digital literacy training for seniors by older school students• Coordinating with Glenorchy Jobs Hub and other employment services to identify and refer jobseekers with literacy needs for 26TEN support• Coordinating with Glenorchy Library, community houses, local early years programs, men's sheds, etc. to connect at-home parents with support in a comfortable and convenient location• Promoting 26TEN grants amongst businesses and encouraging mentoring support for micro and small businesses to complete applications• Promoting the 26TEN Community of Practice amongst local businesses, clubs and organisations to increase membership and engagement• Coordinating with members to develop a framework for ongoing support within, and build commitment to, the Community of Practice• Promoting a process to improve communication between the 26TEN Community of Practice and other agencies that provide support that identifies and avoids gaps or duplication in services.

Project Management & Reporting	<ul style="list-style-type: none"> • Prepare content and updates for quarterly Council report • Delivery of projects, applying best practice principles to achieve approved scope, on time and within budget • Establishing effective project governance, processes and systems to be utilised throughout the project • Project planning and scheduling, including producing the detailed project plan with KPI's • Review of project delivery options and all project issues or opportunities with management and project teams to aid decision-making or recommendations
Stakeholder Management	<ul style="list-style-type: none"> • Liaise with internal and external stakeholders in line with community engagement policy and processes • Managing the flow of project information between the team and the stakeholders, through regular meetings and written communications
Customer Service	<ul style="list-style-type: none"> • Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none"> • Assist in the achievement of agreed outcomes consistent with department business plans and budgets • Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council's policies and procedures, Code of Conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

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KEY SELECTION CRITERIA:

1. A tertiary qualification within a relevant field, with a minimum of two (2) years demonstrated experience in a project management role with knowledge of planning, report writing and project evaluation.
2. A high level of understanding of adult and family literacy and learning principles.
3. Effective and outstanding stakeholder management, communication, and interpersonal skills to work collaboratively with a diverse range of people from various backgrounds, including but not limited to local community members, businesses and service providers.
4. Highly organised, with sound computers skills to be able to meet deadlines under conflicting pressures while being committed to meeting stakeholder expectations.
5. Demonstrated problem solving and decision-making abilities along with the ability to recommend workable solutions.

6. Understanding of Local Government context in the provision of service.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	