

Position Description

26TEN Community Connector

Position Title:	26TEN Community Connector	Directorate:	Community & Corporate Services
Position Number:	100484	Department:	Community
Employment Status:	Full-Time	Section:	Indoor Employee
Employment Type:	Fixed Term – 12 Months	Location:	374 Main Road, Glenorchy
Classification:	Grade 4		
Reports to:	Coordinator Community Development		

PRIMARY PURPOSE:

The 26TEN Community Connector will undertake a project to identify local language, literacy and numeracy (LLN) needs, and opportunities to improve skills across the community. The role 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 beyond the life of the project.

The 26TEN Community Connector will promote and consult with a network of literacy practitioners, including volunteers, to ensure community members receive support where they live and work. To support sustainable development, the Community Connector will draw on initiatives outlined in the *Tasmanian Adult Learning Strategy* to grow and strengthen Tasmania's adult literacy and numeracy network, and to expand the TasTAFE online literacy and numeracy volunteer training program for the business and community sector.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **26TEN Community Connector** reports to the **Coordinator Community Development** on all operational and management matters.
- The role is a key contributor to the Community Development team and will liaise with Chief Executive Officer, Directors, Managers and all other 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 public.

Accountabilities And Responsibilities

Glenorchy 26TEN Community	<ul style="list-style-type: none">▪ Mapping local literacy services and user groups to support the sustainable growth of literacy in the community.▪ Promoting the value of LLN and lifelong learning across all aspects of life by delivering community events and producing promotional materials that highlight the importance of LLN.▪ Working with key community contacts to build a network of, and support for, localised LLN tutors, including identifying professional development needs.▪ Promoting the establishment of permanent 26TEN ambassador roles within businesses, clubs, and community organisations.▪ Providing information about the availability of LLN support within community hubs, clubs, and services.
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	<ul style="list-style-type: none"> ▪ Promoting the use of plain English within local organisations, with a focus on forms and essential public information. ▪ Coordinating with the Glenorchy Jobs Hub and other employment services to identify and refer jobseekers with literacy needs for 26TEN support. ▪ Coordinating with the Glenorchy Library, community houses, local early years programs, men's sheds, and similar groups to connect at-home parents with support in accessible and comfortable locations. ▪ Promoting 26TEN grants to local businesses and encouraging mentoring support for micro and small businesses during the application process. ▪ Promoting the 26TEN Community of Practice among local businesses, clubs, and organisations to increase membership and engagement. ▪ Supporting processes that strengthen communication between the 26TEN Community of Practice and other support agencies to identify and avoid gaps or duplication in services.
Project Management & Reporting	<ul style="list-style-type: none"> ▪ Prepare content and updates for quarterly Council reports. ▪ Deliver projects using best practice principles to achieve the approved scope, on time and within budget. ▪ Establish effective project governance, processes, and systems to be applied throughout the project. ▪ Undertake project planning and scheduling, including developing a detailed project plan with KPIs. ▪ Review project delivery options, issues, and opportunities with management and project teams to support informed decision-making and recommendations.
Team Work & Collaboration	<ul style="list-style-type: none"> ▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
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. ▪ Implement, evaluate and continuously improve quality systems and processes for the section.
Organisational Responsibilities	<ul style="list-style-type: none"> ▪ Undertake all activities in accordance with GCC's code of conduct, values, policies, procedures, and relevant legislation.

	<ul style="list-style-type: none"> ▪ Represent the Council in a professional and positive manner when engaging with internal and external stakeholders. ▪ Take reasonable care for your own health and safety and that of others who may be affected by your actions or omissions. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements. ▪ Ability to work from any Council location. ▪ May be asked to perform other duties aligned with skills and experience. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Safety & Compliance	<ul style="list-style-type: none"> ▪ Monitor and report on team compliance with applicable legislation, regulations, and standards to ensure legal, safety, and certification requirements are met. Identify areas of non-compliance and recommend and implement of corrective actions as appropriate ▪ Oversee team planning activities to ensure they are completed on time, within budget, and in full alignment with the organisation's compliance, safety, and regulatory obligations. ▪ Perform all responsibilities in accordance with GCC policies, directives, procedures, and relevant legislative requirements, maintaining a strong focus on safety and compliance. ▪ Maintain accurate and up-to-date records in line with GCC's document management policies and recordkeeping standards.

Key Selection Criteria	
Desirable	<ul style="list-style-type: none"> ▪ Knowledge of sustainable community development methods ▪ An understanding of Local Government's role in community service delivery ▪ A relevant qualification
Licences	<ul style="list-style-type: none"> ▪ Drivers Licence ▪ Current registration to work with vulnerable people (RWVP)
Skills and Experience	<ul style="list-style-type: none"> ▪ A minimum of two (2) years demonstrated experience in a similar role with knowledge of planning, report writing and project evaluation. ▪ A strong understanding of adult and family literacy and learning principles. ▪ Excellent communication and stakeholder engagement skills, with the ability to collaborate across community, business, and service sectors. ▪ Highly organised, with sound computer skills to be able to meet deadlines under conflicting pressures while being committed to meeting stakeholder expectations. ▪ Demonstrated problem-solving and decision-making abilities along with the ability to recommend workable solutions.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices,
- Supporting fair and equitable access to employment, promotion, training, and personal development,
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.


AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements, I have read and agree to abide by the requirements of this position description.


Employee Name:

Employee Signature:


Date:




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

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

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