



## POSITION DESCRIPTION

<b>Position Title:</b>	Community Development Officer		
<b>Classification:</b>	Band 5	<b>Status</b>	<b>Part time 0.5 EFT</b>
<b>Group:</b>	Active and Connected Communities	<b>Business Unit:</b>	Active and Connected Communities
<b>Reports to:</b>	Team Leader Community Development		
<b>Direct Reports:</b>	N/A	<b>Date:</b>	January 2026

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

### KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Deliver high-quality operational support, administrative services, and customer care to advance Community Development initiatives, strengthen council partnerships, and ensure the smooth operation of council facilities.
- Foster effective stakeholder engagement by building and maintaining productive relationships with community members and groups.
- To provide high level customer service to community members and internal teams in a timely, professional, and effective manner.

## **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to and promote HR, IT, OH&S/Risk Management policies, procedures, and practice guidelines along with Child Protection Policy and Practice Guidelines, Data Protection/Confidentiality, Aged Friendly Cities, Child Friendly Cities and Communities.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.
- Ensure compliance with Council financial and procurement policies and procedures in ensuring and adequate standard of internal control over finances is maintained.

## **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

## **JUDGMENT AND DECISION MAKING**

- The position has authority to make day-to-day decisions on bookings and projects. Decisions of a more sensitive nature must be referred to the Team Leader Community Development. Decisions would generally be based on policy, strategy or agreed procedures but the incumbent requires the ability to recognise when a new approach is appropriate. Initiative and creativity are encouraged.
- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- An understanding of local government's role and place in the community and how that interconnects with not-for-profit and non-government agency sector.
- An understanding of and commitment to principles and models of community development.
- Ability to support and guide community members while adhering to policies, processes and procedures.
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to

achieve desired outcomes.

- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

## **INTERPERSONAL SKILLS**

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

## **MANAGEMENT SKILLS**

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Knowledge of systems such as Smarty Grants and OptimoGov will be highly regarded.
- Administration and customer service experience is desirable.
- A current Victorian Drivers Licence
- A current Working with Children Check

## **KEY SELECTION CRITERIA**

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- High level administration skills and customer service experience.
- Ability to effectively communicate with a broad range of people from diverse backgrounds and cultures.
- Demonstrated ability to manage facility booking systems and associated processes.
- Able to make sound decisions based on experience and good judgement.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

- This role may require working from Hills Hub in Emerald as part of the Connected Communities team roster, in alignment with operational needs

## CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

<b>Tenure</b>	This is a full time/part time ongoing/maximum term position.
<b>Pre-employment checks</b>	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.