

1.0 Position Details

Position Title	Manager Community Services
Classification	Employment Contract
Employment Type	Full Time
Reporting to	Chief Executive Officer
Department	Community Services
Location	Shire of Irwin Administration Building, Dongara Western Australia
Supervision/Manages	Community Development; Customer Services; Recreation Centre and Library Services.
Internal Relationships	Chief Executive Officer, Managers and Coordinators, Councillors, Staff.
External Relationships	Local, State and Federal Government Departments, WA Local Government Association, Community groups, Private Sector Organisations, Ratepayers and the General Public, Contractors, Consultants and industry professionals.
Extent of Authority	Operates under the directions of the Chief Executive Officer and Council within established Delegation from Chief Executive Officer in accordance with the <i>Local Government Act 1995</i> .

2.0 Position Objective

Lead and effectively manage the Shire's portfolio of community services and deliver excellence in service planning, policy development, contract management, financial management, statutory/legal management, communications, and quality service provision.

Establish a clear focus on customer and client service delivery and build partnerships across the whole organisation to ensure best value outcomes are achieved for the community.

3.0 Position Specific Tasks and Activities

KEY AREA	DUTIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Management	<ul style="list-style-type: none"> ▪ Lead, inspire and manage the Community Services Team to achieve set targets. ▪ Manage the cost effective and efficient provision of community services with a strong customer focus and in accordance with defined Council policies and government regulations and guideline. ▪ Implementation of the Council's Strategic Community Plan ▪ Implement and promote the Shire's Community Grants Scheme ▪ Assist in the preparation of budget submissions for community-based organisations and act as liaison officer with such groups from time to time. ▪ Ensure that the necessary accreditation is achieved for all services and Community. ▪ Manage risk, budget, resources and facilities associated with Community Services, including ensuring grant applications, reporting and associated acquittals are applied for, managed, and properly acquitted. ▪ Continuous improvement of processes and systems in accordance with the Local Government Act 1995, Council Policies and Procedures and relevant legislation. 	<ul style="list-style-type: none"> ▪ Please see Point 6.0
Planning and Policy Development	<ul style="list-style-type: none"> ▪ Contribute to the preparation and review of the Strategic Community Plan and Corporate Business Plan, and actively involve Community Service staff in the process. ▪ Develop strong networks external to Council to maintain an awareness of community needs and expectations. ▪ Undertake forward planning in line with Council and community expectations around community, recreation cultural and economic areas. ▪ Participate in broader service planning activities within the community and region. ▪ Develop social policies that reflect the changing needs of the community. ▪ Establish a governance framework for the delivery of community services ▪ Develop, analyse and advise the Chief Executive Officer on Council Policies and Procedures as they impact on social areas. 	



Coordination	<ul style="list-style-type: none">▪ Coordinate the provision of in-kind and funding support to community groups for service development and provision.▪ Support the coordination of community facilities and infrastructure.▪ Support the development of community networks locally and regionally, and for specific target groups and/or service types.▪ Coordinate government and other external agency funding application, reporting and acquittal requirements as required for community wellbeing related activities and programs.▪ Ensure effective planning for the provision of high-quality community services having regard to Council identified priorities and community needs.	
Community Development	<ul style="list-style-type: none">▪ Manage the operations of Council's community services and programs, including developing and maintaining appropriate policies, practices and guidelines▪ Support the development of community wellbeing and empowerment through the facilitation of reliable information, services and support for community groups, volunteers and other stakeholders.▪ Participate in community needs assessments when required▪ Facilitate the development of community events through established community organisations and other stakeholders▪ Research and support community groups to secure event funding▪ Plan, organise and coordinate significant community events as directed by the Chief Executive Officer.▪ Develop and implement the Shire's annual Calendar of Events▪ Responsible for Recreation, sport, social inclusion and wellbeing projects including Culture & the Arts and Community safety▪ Enhance the capacity of the community to identify and respond to its own needs by providing development support and stimulating community action.▪ Provide expertise to community groups on the development of project opportunities and	



	<p>general support to community-based committees as directed</p> <ul style="list-style-type: none"> ▪ Support the service sector through liaison and advocacy with other levels of government and the wider service community. ▪ Represent Council on relevant community committees at the discretion of the CEO. ▪ Assist the Chief Executive Officer on matters relating to public relations, civic receptions and protocol. ▪ Provide, co-ordinate and maintain community information and referral service. ▪ Undertake research and report writing on areas of key responsibility as directed. ▪ Undertake other duties as directed by the CEO, taking into consideration individual's skill set. 	
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4.0 General Position Requirements

Ethical Behaviour	Demonstrates a positive commitment and compliance with all legislation covering all forms of workplace discrimination, harassment, victimisation and bullying, compliant with the Shire's Code of Conduct and all policies.
Work Health and Safety	Ensuring duty of care which is compliant with WHS legislation and the Shire of Irwin policies and procedures. Follow all safety processes appropriately, including reporting injuries, accidents and near misses.
Risk management	Duties are performed according to the Shire of Irwin procedures and principles for risk management which includes WHS, appropriate to the position's duties as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Human Resource and Leadership	Participates in performance management processes; participates in leadership and development activities including induction, recruitment, and succession planning.
Records Management	Ensures all documents are recorded in accordance with the Shire's Recordkeeping Plan, policies and procedures. Ensures confidentiality is maintained at all times.
Strategic Vision	Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required.
Values we are committed to	<p>Creates and maintains a positive working environment while upholding the Shire's values of:</p> <div style="text-align: center;"> <p>innovation accountability integrity respect</p> </div>

5.0 Behavioural Competencies	
VALUE DESCRIPTION	EXEPECTED BEHAVIOURS
Innovation	<p>We are forward thinking and creative in our approach and strive to continuously improve the way we work.</p> <ul style="list-style-type: none"> ▪ I look for better ways of doing things. ▪ I am open to feedback and change ▪ I encourage and embrace new ideas ▪ I foster creativity and think outside of the box ▪ I am solution focused.
Accountability	<p>We will honour our commitments and responsibilities to achieve positive results in a transparent environment.</p> <ul style="list-style-type: none"> ▪ I lead by example ▪ I learn from my mistakes ▪ I am responsible for my actions ▪ I am committed to achieving my goals ▪ I acknowledge positive behaviour and successes
Integrity	<p>We always act in the public interest and are open, honest, fair and ethical in our interactions with others.</p> <ul style="list-style-type: none"> ▪ I am fair and consistent ▪ I am honest, trustworthy and reliable ▪ I effectively and actively communicate ▪ I conduct myself in a professional manner ▪ I am loyal and committed to the organisation
Respect	<p>We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment</p> <ul style="list-style-type: none"> ▪ I am considerate of the needs of others ▪ I genuinely listen when others communicate ▪ I respect the roles and opinions of others ▪ I treat others how I wish to be treated ▪ I support, help and encourage my colleagues

6.0 Key Performance Indicators

Leadership

- As a member of the Management Team, display exemplary leadership that model's collaboration, commitment to excellence, innovative thinking and actively demonstrating Council's values and behaviour.
- Inspire and motivate staff by setting goals and provide leadership and direction to the Department ensuring that it is appropriately resourced and skilled to allow the completion of all set objectives.
- Participate in Council meeting and provide high level authoritative and strategic advice and leadership to Mayor and Councillors.
- Develop and maintain partnerships with relevant stakeholders to promote engagement and mutual benefit.

Strategy

- Contribute to the longer-term direction of Council through the development, and ongoing review, of the Council Plan, Strategic Resource Plan and other key documents
- Develop and maintain a long term sustainable financial strategy ▪ Actively pursue opportunities for shared services
- Actively participate in the delivery of the cultural change program and organisational capability planning
- Contribute to other departments policies and strategies to ensure that all financial, governance service aspects are identified and addressed.

Communications

- Strategically lead Council communications, externally within the Shire Community and internally within the organization
- Develop and implement a Strategic Communications Plan including developing appropriate reporting and monitoring systems.

Community Engagement

- Prepare Grant Applications and Acquittals for Council and for organisations under the auspices of Council or as directed by the Chief Executive Officer.
- Coordinate and plan community-based projects and services.
- Provide expertise to community groups on the development of project opportunities and general support to community-based committees as directed.
- Represent Council on relevant community committees

7.0 Knowledge, Skills and Qualifications

ESSENTIAL REQUIREMENTS

Qualifications

- Tertiary qualifications in a related discipline e.g. human services administration, community development, social planning, or similar, will be highly regarded.

Skills

- Demonstrated skills in strategic planning, leadership, staff management and development.
- High level of communication skills including complex problem-solving skills.
- Excellent skills in consultation, negotiation and community development.
- High level of organization skills and initiative.
- Applied understanding of service delivery and related governance frameworks.

Knowledge

- Knowledge of local services and programs.
- Knowledge of current funding models and the negotiation of funding contracts relating to the community services field.
- Knowledge of relevant State and Commonwealth policies, legislation, principles and programs, which are shaping the direction of health and community services.
- Knowledge of the principles of human resource management. ▪ Understanding of social planning theory and practice.
- Understanding of local government processes, and the relationship between the community and Council.

Experience

- Demonstrated significant experience in researching, planning, and managing community services, volunteers and community development programs.
- Demonstrated significant experience in providing leadership, strategic direction and advice to a multi-disciplinary team of professionals.
- Demonstrated significant experience in community consultation processes and in working with a wide range of groups, agencies and service providers.
- Experience in the preparation and monitoring of budgets.
- Experience in policy development
- Ability to recognise issues and use initiative to identify and implement solutions.
- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing efficient and effective delivery of key deliverables within the role.

Attributes

- Demonstrated ability to develop and deliver appropriately targeted services, which meet the needs of the community.
- Ability to work with a wide range of service providers within a diverse rural region.
- Always ensure compliance with and adherence to all legislative requirements and business practices.
- Ability to engage the community and service providers in consultation and negotiation over the development of service partnerships.
- Ability to coordinate effectively with other disciplines across Council and with the community.
- Ability to prepare written reports of a high standard.

8.0 Selection Criteria

1. Understanding of local government processes, and the relationship between the community and Council.
2. Demonstrated significant experience in researching, planning, and managing community services, volunteers and community development programs.
3. Demonstrated significant experience in providing leadership, strategic direction and advice to a multi-disciplinary team of professionals.
4. Demonstrated significant experience in community consultation processes and in working with a wide range of groups, agencies and service providers.
5. Experience in the preparation and monitoring of budgets.

9.0 Position Description Agreement

This Position Description is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The Shire of Irwin reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document. This position description may be subject to change as required; any change of duties shall be discussed with the undersigned.

Date:
Name:
Signature:
Review Date:

Recruitment

The Shire of Irwin is an inclusive employer that values diversity and fosters an environment where all staff members are respected. We encourage applications from individuals of diverse cultural backgrounds, those with disabilities, and people of all ages.

We offer a range of employment opportunities, including full-time, part-time, casual, fixed-term contracts, apprenticeships, and traineeships.

The Shire of Irwin is dedicated to maintaining a fair and equitable recruitment process. We invite you to review this document to understand the different stages of our recruitment process.

Application

Your application is your chance to highlight your personal qualities, skills, knowledge, experience, and, most importantly, your suitability for the role.

It's essential to thoroughly research the position before applying and carefully review the Job Vacancy Package, which includes the Position Description, to ensure you fully understand the job requirements. Pay close attention to the listed competencies in the Position Description and provide detailed examples of your qualifications, skills, and experience that align with those competencies.

Your application should include the following documents:

- **Covering Letter:** This is your opportunity to introduce yourself, showcase your capabilities, and express your interest in the position.
- **Resume:** Include your name, address, contact details, work history, education, qualifications, achievements and two most recent referees.
- **Closing Date:** Be sure to submit your application before the closing date.

Selection Process

The selection process is based on merit and fairness, with these principles being consistently applied by the selection panel to identify the most qualified candidate for the position. Key values such as merit, ethical behaviour, respect, fairness, and natural justice will guide the entire selection process, ensuring there is no unlawful discrimination.

After the closing date (or possibly sooner), candidates will be shortlisted for interviews based on their ability to demonstrate the required skills, experience, and qualifications for the role. If you are selected for an interview, you will be contacted by phone, followed by a confirmation email. Unsuccessful candidates who were interviewed will be notified by phone. This stage of the process may take up to three weeks after the closing date.

Interviews

All interviews will be conducted by the same panel members and evaluated consistently. Typically, interviews will be held with a panel of three members, including a representative from Human Resources. You are encouraged to ask questions during the interview, and there will also be an opportunity to ask questions at the end.

During the interview, all applicants will be asked a predetermined set of questions related to the selection criteria and position requirements. Panel members will take notes throughout to aid in the final decision-making process.

At the conclusion of the interview, you will be informed about when to expect the next point of contact, which will be communicated either by phone or email.

Pre-employment Screening

Successful candidates will be asked to undergo pre-employment screening, which includes verifying your eligibility to work in Australia, a pre-employment medical assessment, a National Police Clearance Certificate (issued within the last 6 months), formal verification of your employment history, reference checks with previous employers, and confirmation of all claimed qualifications. Once this process is completed, an offer of employment may be extended.

Good Luck in your application.