



## **Position Description**

<b>POSITION TITLE:</b>	Community relations officer: volunteers
<b>CLASSIFICATION:</b>	Band 5
<b>DIRECTORATE:</b>	Community Services
<b>BUSINESS UNIT:</b>	Community and Culture
<b>REPORTS TO:</b>	Community Relations Coordinator

### **1. BSC VALUES**

Employees of the Bilby Shire Council are recognised and rewarded on their contribution to Customer Service, commitment to Teamwork, display of Leadership and demonstration of Initiative.

### **2. POSITION OBJECTIVES:**

#### **Project Officer**

2.1 Develop internal policies and procedures for Council's management of internal volunteers

2.2 The officer will be responsible for:

- Knowing and understanding the system you are a part of
- Working on the system to improve outcomes and
- Acting according to Council values

### **3. KEY RESPONSIBILITIES AND DUTIES:**

#### **Project Officer**

3.1 Develop appropriate internal procedures for Council's volunteers, including a Procedure manual, appropriate training and skills matching

3.2 Develop strategies to promote opportunities for volunteering within Council to the wider community

### **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

4.1 Guidance and advice will be available at all times from the Manager of Community Development

4.2 Organisational relationships:

The position operates with: Community Development Team

### **5. JUDGEMENT AND DECISION MAKING:**

5.1 The position is required to manage day to day operational problems

5.2 Prioritise workload to achieve the positions objectives

5.3 Guidance and advice would be sought from the Team Leader in determining policy issues

## **6. SPECIALIST SKILLS AND KNOWLEDGE:**

- 6.1 Understanding of issues that impact rural communities
- 6.2 Understanding of attraction, retention and recognition of volunteers issues
- 6.3 High level of verbal and written communication skills

## **7. MANAGEMENT SKILLS:**

- 7.1 Capacity to set work priorities in order to achieve the projects goals
- 7.2 Experience in managing people
- 7.3 Experience in Project Management

## **8. INTERPERSONAL SKILLS:**

- 8.1 Excellent verbal and written communication skills
- 8.2 Ability to liaise with potential volunteers and service providers
- 8.3 Demonstrated high levels of interpersonal relations.
- 8.4 Ability to building high trust relationships internally and externally to Council.

## **9. QUALIFICATIONS AND EXPERIENCE:**

- 9.1 Experience in Project Management
- 9.2 Understanding of issues that impact on volunteers
- 9.3 High level of organizational skills
- 9.4 Ability to produce high quality reports and resource materials

## **10. COUNCIL POLICIES**

### **Risk Management**

Contribute to the effective protection of council in accordance with the Council's risk management policy and procedures.

### **Occupational Health and Safety**

Contribute to a safe working environment by adherence to the Occupational Health and Safety Act 2004, regulations and Council Occupational Health and Safety procedures.

### **Customer Service**

Provide excellent customer service to all internal and external customers.

## **11. SELECTION CRITERIA:**

### **11.1 Essential core competencies required:**

- Project Management experience
- Ability to liaise across service sectors
- High level of communication skills
- Ability to produce high quality reports and documents
- Valid drivers licence

### **11.2 Desirable core competencies required:**

- Ability to develop and implement strategic plans and policies
- High level of organisational skills