

# Position Description

## Coordinator Connected Community

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| Position Title:           | Coordinator Connected Community | Directorate:   | Community and Corporate Services             |
| Position Number:          | 100132                          | Department:    | Community                                    |
| Employment Status:        | Full-Time                       | Position Type: | Indoor Employee                              |
| Employment Type:          | Permanent                       | Location:      | Council Chambers<br>374 Main Road, Glenorchy |
| Classification Structure: | Grade 6                         |                |                                              |
| Reports to:               | Manager Community               |                |                                              |

### PRIMARY PURPOSE:

The Coordinator Connected Community leads the planning, coordination and delivery of Council's connected community work, with a focus on strengthening belonging, inclusion, participation and connection to place across Glenorchy. The role translates Council's Community Plan, Council, and the Connected Community Development Plan into practical programs, partnerships and service improvements that respond to community need and support a welcoming, safe and inclusive city.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The Coordinator Connected Community reports to the Manager Community for all operational and management matters.
- The role is a key contributor to the Community Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council to support coordinated community outcomes.
- This position supervises the Health Wellbeing & Resilience Officer, Community Development Officers, Inclusive City Officer and 26TEN Community Connector.
- The role works collaboratively with the Coordinator Youth and Community Safety and Coordinator Moonah Arts Centre to align implementation planning, shared partnerships, place-based responses, community engagement, reporting and communications.

#### 2. External:

- The role will build and maintain collaborative relationships with residents, community groups, Aboriginal and Torres Strait Islander communities and organisations, multicultural communities and organisations, neighbourhood houses, service providers, educational institutions, arts and cultural organisations, sporting and recreation groups, State and Australian Government agencies, peak bodies, contractors, and other stakeholders to advance Council's connected community priorities and foster an inclusive, engaged and connected community.

## Accountabilities And Responsibilities

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| <b>Operational / job specific</b>                        | <ul style="list-style-type: none"> <li>▪ Lead delivery and continuous improvement of Council's Connected Community priorities, with a practical focus on belonging, inclusion, connection to place and community participation.</li> <li>▪ Coordinate programs, projects and partnerships that support community wellbeing, cultural diversity, access and equity, reconciliation, LGBTIQ+ inclusion, ageing well, community events and place-based activation.</li> <li>▪ Support implementation of relevant Council plans, including the Community Plan, Strategic Plan, Council Outlook and Actions, Connected Community Development Plan, Annual Plan actions and other adopted strategies.</li> <li>▪ Provide high-quality advice, briefing materials, reports and recommendations to the Manager Community, Executive Leadership Team, Council and other internal stakeholders.</li> <li>▪ Use evidence, community feedback and Results-Based Accountability principles to plan, monitor, evaluate and report on programs and outcomes.</li> <li>▪ Identify opportunities for grants, partnerships and external funding that align with Council priorities and strengthen community outcomes.</li> <li>▪ Coordinate inclusive engagement and consultation approaches that reduce barriers to participation and ensure community voices inform planning and delivery.</li> <li>▪ Work collaboratively across Council to ensure community development activity is aligned with communications, engagement, governance, infrastructure, property, events, arts and operational priorities.</li> </ul> |
| <b>Partnerships, engagement and place-based outcomes</b> | <ul style="list-style-type: none"> <li>▪ Build and maintain productive relationships with community organisations, peak bodies, government agencies and local partners to deliver coordinated responses to community need.</li> <li>▪ Support place-based initiatives that activate public spaces, community facilities and local neighbourhoods in ways that are welcoming, accessible and inclusive.</li> <li>▪ Strengthen pathways for community groups and residents to participate in Council programs, decision-making processes and local initiatives.</li> <li>▪ Contribute to clear internal coordination so community projects are delivered with appropriate approvals, communications, risk management and stakeholder involvement.</li> <li>▪ Represent Council professionally at meetings, networks and working groups relevant to connected community priorities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Team Work and Collaboration</b>                       | <ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                        | <ul style="list-style-type: none"> <li>Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Leadership</b>                      | <ul style="list-style-type: none"> <li>Provide day-to-day leadership, direction and support to team members, including regular 1:1 meetings and team meetings.</li> <li>Undertake performance development processes, including goal setting, regular check-ins and formal reviews.</li> <li>Manage performance and conduct matters in line with Council policies and procedural fairness.</li> <li>Approve and monitor leave, ensuring appropriate workforce coverage.</li> <li>Identify and support training, development and onboarding of staff.</li> <li>Allocate and oversee workloads to ensure effective service delivery.</li> <li>Understand and educate team members on Council Directives.</li> </ul>                                                                                                                                                                                  |
| <b>Customer Service</b>                | <ul style="list-style-type: none"> <li>Represent the Council in a professional and positive manner</li> <li>Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Organisational Responsibilities</b> | <ul style="list-style-type: none"> <li>Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul> |
| <b>Governance, Risk and Compliance</b> | <ul style="list-style-type: none"> <li>Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> </ul>                   |

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|  | <ul style="list-style-type: none"> <li>▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul> |
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| Key Selection Criteria          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Essential Qualifications</b> | <ul style="list-style-type: none"> <li>▪ A relevant tertiary qualification in community development, social planning, public policy, social sciences, community services, local government, arts and cultural development, engagement, or a related field and/or 5+ years of equivalent experience.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Desirable</b>                | <ul style="list-style-type: none"> <li>▪ Experience working in local government or a similar community-facing public sector environment.</li> <li>▪ Training or demonstrated experience in community engagement, partnership brokering, Results-Based Accountability, project management or grant management.</li> <li>▪ Knowledge of contemporary inclusion, access and equity, reconciliation, multicultural engagement, ageing well and place-based community development practice.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Licences</b>                 | <ul style="list-style-type: none"> <li>▪ Current registration to work with vulnerable people (RWVP)</li> <li>▪ Drivers Licence</li> <li>▪ First Aid Certificate</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Skills and Experience</b>    | <ul style="list-style-type: none"> <li>▪ Demonstrated experience in community development, community engagement, inclusion, or place-based initiatives, with a proven ability to design, deliver and evaluate programs that respond to community needs and achieve measurable outcomes.</li> <li>▪ Strong leadership and people management skills, including the ability to lead and develop staff, allocate work, manage performance, foster a positive team culture and effectively manage competing priorities.</li> <li>▪ Excellent written and verbal communication skills, including the ability to prepare reports, briefings, implementation plans, funding submissions and correspondence, and build productive relationships with a diverse range of stakeholders.</li> <li>▪ Highly developed stakeholder engagement and partnership skills, with the ability to collaborate effectively with residents, community organisations, Aboriginal and Torres Strait Islander communities, government agencies, service providers and internal stakeholders.</li> <li>▪ Sound project management and analytical skills, including planning, budgeting, risk management, monitoring, evaluation and the use of data, evidence and community feedback to inform decision-making and continuous improvement.</li> <li>▪ Demonstrated commitment to inclusive and ethical practice, including cultural safety, child safety, accessibility, confidentiality, sound judgement and respectful engagement with diverse communities.</li> </ul> |

## 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.

## 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

**ACKNOWLEDGEMENT:**

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

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|---------------------|--|-------|--|
| Employee Name:      |  |       |  |
| Employee Signature: |  | Date: |  |