Position Description

POSITION	Public Space Liaison Officer
REPORTS TO	Manager Public and Environmental Services
DIRECTORATE	Sustainable Environment and Economy
BRANCH	Public and Environmental Services
CLASSIFICATION	Grade 9
STAFF	The incumbent may be required to supervise contractors and/ or consultants
CONTACTS	**Internal** General Management and staff at all levels **External** Customers Consultants Contractors Government Departments Community Organisations

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

Position Objective

Public Space Liaison Officers (PSLOs) provide a respectful and compassionate response to issues arising from homelessness in public places.

PSLOs work with a diverse range of stakeholders to reduce the impact of homelessness in the Byron Shire. PSLOs engage with people occupying public space who are homeless, or street drinking to link them with supports services, improve amenity and manage the impact on public space.

Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



We lead with enthusiasm and purpose



We are open, honest and respectful



We foster wellbeing and creativity



We achieve our goals and succeed together

Key Responsibilities

Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.
- Work across all Council Directorates, including close partnership with the Community & Cultural Development Team, in a cooperative, results oriented manner.

Operations Management

- Facilitate the exchange of information between public space users and other stakeholders to promote responsible and shared use of public space and foster an environment of community inclusivity.
- Promote the fair use of public space for all stakeholders.
- Patrol areas in the Shire daily across a seven day a week roster building relationships with people who are rough sleeping or street drinking and making appropriate referrals to relevant services.
- Develop and facilitate a network of stakeholders, including people experiencing homelessness, NSW Police, non-government services, health services, NSW state government bodies, internal business units, local business, and residents.
- Advocate on behalf of Council and the community for resources and in support of issues affecting the Byron Shire Community.
- Collect and document quantitative and qualitative information on issues and trends on homelessness, street drinking and hotspots.
- Collaborate with people sleeping rough, Council staff and other stakeholders when moving belongings to minimise the impact on individuals, community and environment.

- Identify areas that require cleansing and communicate to relevant business unit.
- Physically removing nominated or abandoned items, including waste, ensuring that all relevant stakeholders are informed in advance where possible.
- Deliver high quality customer service responding in a timely manner to enquiries, complaints, concerns and requests for advice from internal and external stakeholders.
- Support events and projects delivered by the Community Enforcement and Community & Cultural Development teams.
- Report writing and preparation.
- Comply with and keep abreast of any relevant legislation as well as the NSW Protocol for Homeless People in Public Places and Council's Homelessness Policy.
- Other duties as required to support outcomes for the residents of the Byron Shire.
- Be available to participate in a rotating roster system, which includes early mornings and weekends if rostered.

Financial Management

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

- Relevant tertiary or base level professional qualifications in a related discipline and/or relevant demonstrated experience.

Knowledge

- Sound knowledge and understanding of the relevant legislative and policy framework.
- Sound knowledge of trauma-informed, culturally sensitive service delivery

Experience

- Demonstrated experience in engaging with people with a mental illness, intellectual disability, substance use issues and/or traumatic backgrounds.
- Demonstrated experience dealing with the public with the ability to: problem solve and make decisions quickly; manage conflict and potentially violent situations; negotiate tactfully with people acting aggressively; and understand when to remove one self from a situation of risk.
- Demonstrated experience in stakeholder network development and facilitation.

Competencies

Demonstrated ability to:

- Network and build collaborative relationships to progress a common agenda.
- Provide excellent customer service and delivery quality service outcomes.
- Analyse complex information and make sound recommendations.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.
- Undertake the physical demands of the position, such as daily foot patrols throughout the Shire in different weather conditions, cleaning of public areas and lifting is a daily requirement of the role.

Selection Criteria

Essential Criteria

- Relevant tertiary or professional qualifications in a related discipline and/or demonstrated experience in engaging with people with a mental illness, intellectual disability, substance use issues and/or traumatic backgrounds.
- Demonstrated high level of self-awareness with the ability to: problem solve and make decisions quickly; manage conflict and potentially violent situations; negotiate tactfully with people acting aggressively; and understand when to remove one self from a situation of risk.
- Demonstrated ability to network and build collaborative relationships across a range of diverse stakeholders towards a common agenda.
- Excellent oral communication skills as well as experience drafting relevant documents including reports.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint) and willingness to learn other programs as required.
- Demonstrated commitment to Work Health and Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Current Drivers Licence.
- NSW Working With Children Check.

Preferred Criteria

- Experience in mentoring and/or coaching.
- Demonstrated knowledge of homelessness issues.
- Knowledge or ability to rapidly acquire knowledge of safety in interactions with dogs

PRESENT OCCUPANT: _____

SIGNATURE: _____

SUPERVISOR: Manager Public & Environmental Services

SIGNATURE: _____

People and Culture use:	
National Criminal History Check ☐	*Working with Children Clearance* ☐
Functional Health Assessment ☐	*Immunisations* ☐