

Positions Vacant

Community Liaison Officer

Immediate start

Applications OPEN

How to Apply

1. Cover Letter

Provide a cover letter outlining your experience and reason for wanting to apply for this position.

2. Selection Criteria

In your cover letter, address the essential selection criteria listed in the position description.

3. Resume

Provide a resume, which includes:

- Education and Qualifications
- Professional Development (any other courses you have completed or are currently enrolled in)
- Computer skills and software packages you are familiar with
- Employment History (Position, School/Organisation, Dates)
- Copy of Blue Card
- Name and contact details of two referees

4. Submit Application

Applications can be e-mailed to employment@napranum.qld.gov.au or in person at the Napranum Council reception 320 Wa-Tyne St Napranum.

Please note applications that are submitted **without** a cover letter or information addressing the selection criteria **will not be** assessed.

Position Description

Title:	Community Liaison Officer	Classification Level	Subject to Qualification
Department	Child and Family Services	Award	Queensland Local Government Industry (Stream A) Award – State 2017
Reports To:	NECC Supervisor	Location	Napranum
Nature of Employment	Fulltime		

PRIMARY POSITION OBJECTIVE/S

This is an exciting and unique role, supporting families in your community to access a new early childhood education and care (ECEC) service for children aged 0-5. The benefits of attending high-quality ECEC are critical to providing children with a strong start in life, enhancing their educational, health and employment outcomes.

NASC VALUES

Our Values are the principles and beliefs that define who we are as a Council. They provide purpose and direction and help to guide the decisions we make every day to support the implementation of our Corporate Plan in the best interests of the Napranum community.

Local Participation	The diversity of our community is one of our strengths. We are committed to creating and supporting opportunities for local people.
Mutual Respect and Trust	Building and maintaining positive relationships that are based on mutual respect and trust.
Professionalism	We are acting within the limits of our authority and maintain a high standard of ethics and integrity.
Pride	We are demonstrating our pride by connecting with the community and celebrating our successes.
Listening to Our community	Taking time to listen to the people of Napranum to ensure we are working on delivering the programs and services that will make a real difference to people’s lives.
Accountability	We are taking ownership for the decisions and actions that impact our community.
Innovation and Continuous Improvement	We show leadership and encourage new initiatives and a culture of continuous improvement

JOB RESPONSIBILITIES

The successful candidate will be responsible for:

- Leading high-quality engagement with parents, families, community leaders, relevant local organisations and government agencies by:
 - promoting the benefits of attending early childhood education and care, including for enhanced educational, social, physical and emotional development, while parents and carers have increased access to work, training and study opportunities.
 - supporting parents and carers through the enrolment process and assisting them to obtain relevant documentation such as birth certificates and immunisation records.
 - providing one-on-one support to families to apply for access to the Child Care Subsidy (CCS) via MyGov and Services Australia, as way of reducing their child care fees.
 - assisting families to access Additional Child Care Subsidy (ACCS) where eligible.
 - providing guidance to parents and carers on how to interpret their fee statements and setting up fee payment deductions where appropriate.
- Participate as member of a team in delivering culturally appropriate and well-planned ECEC services to the community by:
 - demonstrating commitment to ongoing engagement with elders and community members to establish and maintain an ECEC service that encompasses community need.
 - assisting the organisation in the delivery of relevant ECEC events and activities including staff training, community events and promotional days which are all aimed at increasing community engagement and enrolment in the new ECEC service. Examples may include the creation of an ECEC-specific yarning circle to work through potential barriers to accessing the new service, a community BBQ where enrolments can commence or creating an enrolment pack in local language with the inclusion of early childhood resources.
- Engaging in relevant training specific to the role and to enhance knowledge of the ECEC sector including accessing business support, undertaking ECEC software package training and financial capability development where required.
- Representing the organisation and/or CCCFR program at relevant conferences and workshops.

The Community Liaison Officer will need to display the following skills and capabilities:

- Engages sensitively and collaboratively with families and key stakeholders to achieve outcomes that will benefit the new ECEC service. Key stakeholders may include:
 - The Australian Government Department of Education Skills and Employment
 - Services Australia
 - The State or Territory Regulatory Authority
 - The Australian Children’s Education and Care Quality Authority
 - Training Providers, Community Partner and/or CCCF Business Support
- Demonstrate flexibility and responsiveness in the face of competing priorities.
- Uses project management capability to monitor and manage deliverables and identify issues early.
- The ability to work independently, exercise judgement and understand the objectives of the ECEC sector

PERFORMANCE CRITERIA

- Tasks allocated to the position shall be performed to agreed standards and in accordance with

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POSITION DESCRIPTION – COMMUNITY LIAISON OFFICER



established procedural guidelines. Performance indicators shall be those as agreed with the NECC Supervisor.

- Work shall be performed in accordance with industry-accepted standards, quality standards and in accordance with the current *Work Health and Safety Act 2011* and other legislative requirements and standards appropriate at the time and including Council’s policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Follow Council employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods. Employees have an obligation to promptly notify Council as soon as practicable upon becoming aware that they are going to be absent from work.
- Active participation in supervision discussions, performance reviews professional development activities, staff meetings and training as required or directed.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council’s aims and objectives.

CORPORATE RESPONSIBILITIES

- Adhere to, and enforce on any other Council staff or visitors when necessary, all other obligations under the *Work Health Safety Act 2011* or as amended or replaced.
- Maintain a high level of confidentiality at all times.
- Represent the Council in a positive and responsible manner at all times.
- Comply with all Council policies and Code of Conduct.
- Maintain effective Communication.
- Undertake all relevant duties as directed from time to time, consistent with skills, competence and training.
- The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council’s Operational and Corporate Plans.

SELECTION CRITERIA

Prerequisite

- Studying towards or have completed Diploma of Early Childhood Education

Essential

- High level computer literacy skills.
- Sound time management and planning skills
- Strong written and oral communication skills, and an ability to communicate effectively in a cross-cultural environment
- Effective liaison, consultation and negotiation skills
- Effective community consultation skills
- An ability to motivate, lead and manage staff to maximise their performance and their job satisfaction.
- A current “C” Class Drivers Licence.

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- Ability to obtain and retain a Working with Children Blue Card.

Desirable

- Hold a current HLTAID004 (Provide an Emergency First Aid Response in an Education and Care Setting) Certificate or be willing to obtain one within (3) months of employment.
- Be physically fit and healthy to be able to meet requirements of the position.
- Other relevant tertiary qualifications.
- Experience working with Aboriginal and/or Torres Strait Islander children or in Indigenous communities.

EXTENT OF AUTHORITY

The incumbent is expected to exercise initiative, sound judgement and situational sensitivity at all times. Decisions and actions are to be consistent with (and within the scope of) the achievement of the position's objectives.

They must also reflect Council's strong commitment to outstanding client service.