

# POSITION DESCRIPTION

## Community Safety Officer

<b>Position number</b>	CP24	
<b>Directorate</b>	Community Planning & Development	
<b>Service unit</b>	Strategic Planning & Regulatory Services	
<b>Classification</b>	Band 4 (Moorabool Shire Council Enterprise Agreement No 10, 2023)	
<b>Organisational relationships</b>	Reports to	Coordinator Community Safety
	Directly supervises	Not applicable
	Internal relationships	All Council Staff
	External relationships	Counterparts in other Municipalities, Police, Motorists, Veterinary Surgeons, VicRoads, Schools, RSPCA, Residents, Community members.
<b>Probation period</b>	6 months (applies to all new employees)	
<b>Approved by (position title)</b>	Executive Manager Community Planning and Development	
<b>Date</b>	April 2024	
<b>Position purpose</b>	<ul style="list-style-type: none"> <li>To carry out the role of authorised officer within the Community Safety team including effective and efficient inspections and administrative duties, functions and responsibilities in the delivery of Community Safety and regulatory services to the community.</li> <li>To deliver a range of Community Safety and regulatory services that meet customer expectations with a focus on cost effective and efficient service delivery and a commitment to quality and continuous improvement.</li> <li>To assist the Coordinator Community Safety with the development and implementation of Community Safety services.</li> </ul>	

## Key responsibilities and duties

### General

- All responsibilities and duties of this position are carried out under the direct supervision and direction of the Coordinator Community Safety.
- The occupant of this position is to assist in the achievement of directorate and sectional goals by performing a range of duties as may be reasonably required from time to time, but which may not be specifically designated within this Position Description.
- The main responsibility area will be traffic and parking related and will generally involve ensuring compliance with parking requirements. Other areas of responsibility will include at times the full range of community safety roles including animal management, livestock management, litter investigation, local law, school crossings and the components of these, together with general components as set out below:
- Perform duties, functions and responsibilities required to be undertaken by Council consequent of the introduction of new legislation, regulations or requirements of the State or Federal Government as may be directed by Council, through the Coordinator Community Safety
- Administer the provisions of relevant Council Local Laws, Acts and other legislative requirements.
- Represent Council in relation to enforcement matters, notices and penalties in accordance with various acts including Moorabool Shire Council Local Laws.
- Accompany and assist Council staff in undertaking site inspections and compliance interviews in respect to any Community Safety, enforcement or regulatory function or responsibility of Council as directed.
- Represent Council at formal proceedings as directed.
- Maintain an up to date knowledge of Acts, Regulations and Local Laws.
- Undertake investigations of possible proceedings on behalf of Council, and report with recommendations.
- Assist other Council staff or contractors in regulation compliance in respect to Community Safety Unit works.

### Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

### Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

### General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.

- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

**This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.**

## Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

<b>Always</b>	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
<b>Often</b>	Used often but not as consistently to achieve position duties	30% - 60% of time
<b>Occasionally</b>	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

<b>Self-Management</b>	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> <li>•Personal impact</li> <li>•Emotional intelligence</li> <li>•Growth &amp; Resilience</li> <li>•Integrity</li> </ul>	<b>Always</b> (all roles)
<b>Communication</b>	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> <li>•Effective &amp; Audience Specific</li> <li>•Relationship Management</li> <li>•Negotiation</li> <li>•Influence</li> </ul>	<b>Always</b>
<b>Action &amp; Achievement</b>	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> <li>•Accountability</li> <li>•Decision making</li> <li>•Planning &amp; Prioritisation</li> <li>•Time Management</li> </ul>	<b>Always</b>
<b>Community &amp; Inclusion</b>	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> <li>•Collaboration</li> <li>•Diversity &amp; Inclusion</li> <li>•Customers &amp; Community Engagement</li> </ul>	<b>Always</b>
<b>Innovation &amp; Change</b>	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> <li>•Continuous Improvement</li> <li>•Manage ambiguity</li> <li>•Change Management</li> </ul>	<b>Often</b>
<b>Business Performance</b>	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> <li>•Financial Management</li> <li>•Risk Management</li> <li>•Data &amp; Analytical Literacy</li> <li>•Technology</li> </ul>	<b>Always</b>
<b>Strategic Mindset</b>	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> <li>•Political Nous</li> <li>•Critical Thinking</li> <li>•Problem Solving</li> <li>•Direction &amp; Purpose</li> </ul>	<b>Often</b>
<b>Leadership</b>	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> <li>•Humanistic</li> <li>•Future focused</li> <li>•Coaching &amp; Development</li> <li>•Inspirational</li> </ul>	<b>Often</b>

## Classification definitions

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Position requires candidate to be an Authorised Officer for enforcement purposes under the relevant Acts that Community Safety enforce.</li> <li>• Accountable for the accuracy and timeliness of delivering and exceeding customer service expectations</li> <li>• Accountable for the service delivery standards that the Community Safety Unit deliver to the general community.</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Exercise of judgement in application of the appropriate procedures and approach to reaching solutions to the various issues.</li> <li>• Exercise of confidentiality, tact and discretion in carrying out assigned duties and responsibilities.</li> <li>• Providing support to the Senior Community Safety Officer in the implementation of corporate programs and Council policies and procedures.</li> </ul>
<b>Specialist skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Formal training in parking, regulation and enforcement will be highly regarded.</li> <li>• Certificate IV in Government Statutory Compliance &amp; A certificate IV in Animal Management will be highly regarded.</li> <li>• Current Victorian Driver's Licence.</li> <li>• Experience in working in Local Government or similar environment will be highly regarded.</li> <li>• Experience in statutory and regulatory enforcement.</li> <li>• Some knowledge of the rules of evidence and techniques and approaches to the collection of evidence and information for legal proceedings.</li> <li>• Some knowledge of the procedures of the Magistrates Court.</li> <li>• Some experience in the interpretation of legislation and regulations.</li> <li>• Ability to provide constructive advice and to consult with the general public.</li> <li>• Familiarity with provisions of the Road Safety Act and Regulations, Domestic Animal Act and other State legislation administered by Council.</li> <li>• Experience in the handling and care of Domestic Animals</li> <li>• Experience in the care and handling of Livestock.</li> <li>• Ability to work flexible hours over a seven-day roster.</li> </ul>

<b>Management skills</b>	<ul style="list-style-type: none"> <li>• Ability to manage time effectively and organise work in a changing environment with supervision.</li> <li>• Ability to effectively plan, organise and manage time to achieve work targets within limited timeframes with supervision.</li> <li>• Ability to reorganise work load to meet urgent priorities with supervision.</li> <li>• Ability to be self-motivating and to be observant in all areas of responsibility at all times and to ensure the efficient and effective use of time.</li> <li>• Ability to manage a variety of complex tasks concurrently with supervision.</li> <li>• Ability to cope with the pressures of Community Safety and enforcement work in a professional manner.</li> <li>• Ability to determine when and what assistance, guidance or action may be required in unusual and emergency situations.</li> <li>• Understanding of and ability to comply with OH &amp; S policy and procedures.</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>• Ability to deal with all ranges of contacts in a diplomatic and courteous manner.</li> <li>• Conflict resolution skills.</li> <li>• Problem solving skills.</li> <li>• Ability to determine when to seek guidance in unusual and emergency situations.</li> <li>• Good oral and written communication skills.</li> <li>• Ability to provide clear information and records of investigations.</li> </ul>

## Qualifications, skills and experience

### Qualifications

- Certificate IV in Government (Statutory Compliance) (Highly Regarded)
- Certificate IV in Animal Control and Regulation (Highly Regarded)

### Skills and experience

- Experience enforcing and issuing parking infringement notices.
- Experience in the interpretation of legislation, regulations and local laws.
- Ability and commitment to be a proactive team contributor.
- Ability to cope with the pressures of investigation and enforcement work in a professional manner.
- Demonstrated well developed communication and interpersonal skills
- Ability in capturing, handling, and caring for animals, including domestic animals and livestock.
- Some knowledge in statutory and regulatory enforcement.
- Some knowledge in the gathering of evidence.
- Familiarity with provisions of the Road Safety Act and Regulations, and other State legislation administered by Council.
- Ability to work flexible hours over a seven-day roster.

## Licences and registrations

- A current Victorian Driver's Licence
- The employee must maintain a current employee type Working with Children Check

## Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg			✓	
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head			✓	
Manual handling – lifting above shoulder			✓	
Repetitive bending/twisting			✓	
Close inspection work	✓			
Working in dusty / slippery / wet conditions			✓	
Wearing safety shoes/boots (steel cap)	✓			
Wearing hearing / eye protection			✓	
Repetitive hand washing / cleaning			✓	
Working at heights			✓	
Working in confined spaces			✓	
Working in heat (over 35 C)			✓	
Working in cold (under 5 C)			✓	
Driving vehicles	✓			
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy			✓	
Audio transcription				✓
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	

## Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

<b>Employee Acceptance:</b> <i>(name and signature)</i>	
<b>Date:</b>	

**PLEASE NOTE:**

*Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.*