



APPLICANT PACK

Coordinator Community Wellbeing

Lockyer Valley Regional Council



**Leading
Roles**
People ▶ Performance ▶ Partners



REGIONAL COUNCIL

CONTACT

Angie Simmonds
Principal Talent Consultant
Leading Roles

 0476 861 300

 Angie.Simmonds@leadingroles.com.au

Contents

<u>The Role</u>	3
<u>Salary Package Information</u>	8
<u>About the Region</u>	9
<u>Living in the Region</u>	11
<u>Recruitment Process and Timeframes</u>	14
<u>Contact</u>	16
<u>Attachment: Position Description</u>	

We respectfully acknowledge the Traditional Owners, the Yuggera Ugarapul people as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



The Role

Lockyer Valley Regional Council is seeking an experienced Coordinator Community Wellbeing in a pivotal, community-facing role.

The Coordinator Community Wellbeing offers a diverse range of responsibilities extending to Environmental Health, Local Laws, Pest Management and Environmental Management obligations.

The ideal candidate will have high-level knowledge and practical experience with the application of relevant legislation and regulations within an environment health and local laws capacity. They will also be committed to providing excellent customer-service and leadership to the team.



Key Responsibilities

Leadership

The successful candidate will have demonstrated leadership skills, including the ability to inspire, motivate, mentor and guide a team towards achieving set objectives. The Coordinator Community Wellbeing is critical to ensuring the team's success, productivity and overall performance.

Regulatory, Local Laws and Legislative Compliance

Serve as the main point of contact for inquiries related to Local Law, Pest Management and Biosecurity, as well as Environmental Health, both from within and outside the organisation. Your previous experience in interpreting these matters and collaborating with your team is essential, as you will ensure compliance is maintained and necessary advice offered.

High-Level Communication

In the role of Coordinator Community Wellbeing, the incumbent is responsible for providing professional, accurate and timely information to all levels of relevant stakeholders, including the community and in the resolution of customer complaints and enquiries. Communication skills will play a crucial role in fostering strong and positive relationships with stakeholders and facilitating team collaboration.

Stakeholder Management

Handle complex situations involving key internal and external stakeholders, while building effective relationships including government bodies and the community.



Challenges and Opportunities

- This role offers an opportunity to lead and mentor the team, providing guidance and support to help them achieve the Council's strategic plans.
- The Coordinator Community Wellbeing has an opportunity to advise stakeholders on all levels about a variety of regulatory and legislative requirements in areas such as environmental health, local laws, pest management and environmental management.
- The position requires handling of complex situations that require sensitivity and involve key stakeholders.

Stakeholder Engagement

- Community /customer engagement with a high level of complaint and inquiry management and resolution required.
- Councillors.
- Executive Team.
- Regulatory and Government bodies.

The Team

The team is in a positive state, with long standing dedicated staff and a positive culture. With a blend of tenures, the team exhibits a collaborative and respectful environment, readily welcoming and mentoring new members as they join.

Direct Reports

10 direct reports comprising of:

- Senior local laws officer
- Senior pest management officer
- Local laws officers x 3
- Pest management officer
- Compliance officer (illegal dumping)
- Catchment project officer
- Environmental health officer
- Environment officer.





Qualifications, Skills & Attributes

- Tertiary qualifications in Environmental Health, Pest Management, Environmental Management or similar.
- Experience in local government management advantageous.
- Experience with leading and managing a team.
- An ability to effectively conduct thorough investigations or recognise the requirement for escalation, ensuring all standards and regulations are consistently met and adhered to.
- An advanced ability to apply and interpret relevant legislation and policies.
- Demonstrated ability to solve problems in compliance maintenance.
- Demonstrated clear and concise report-writing skills.
- Enthusiastic and positive.
- Innovative.
- Engaged, proactive, and solution focused.
- Team Player
- A commitment to excellent customer service.
- Investment in continual improvement.



Salary Package Information

Depending on the requirements of the position, Lockyer Valley Regional Council offers a variety of benefits:

- Base Salary up to \$132 000.
- Flexible working practices.
- Up to 12% superannuation.
- Salary packaging options (i.e., novated leases for vehicles).
- Access to Fitness Passport and Corporate Health Care Rates.
- Professional development opportunities.
- Employee Assistance Program.

The Lockyer Valley is a beautiful region located in South-East Queensland, just an hour's drive from Brisbane. The area is known for its rich agricultural history and stunning natural beauty, including the iconic Great Dividing Range. The region offers a relaxed and friendly lifestyle, with a strong sense of community and a range of recreational activities on offer.



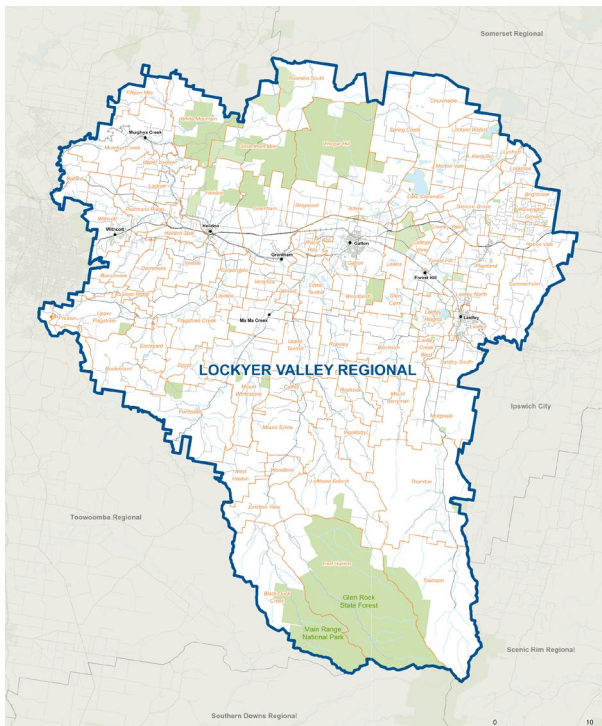
About the Region

The Lockyer Valley region is situated less than a one-hour drive from inner city Brisbane and covers an area of approximately 2,272 square kilometres. Currently, the region is home to approximately 42,840 residents.

The largest industry in the region is agriculture with other key industries including construction, retail trade, education and training and health care.

Much of the area is predominantly rural with major town centres at Gatton and Laidley, and a number of smaller townships including Forest Hill, Grantham, Helidon, Murphys Creek, Plainland and Withcott.

Lockyer Valley Regional Council consists of 7 elected members, being one Mayor and six Councillors.



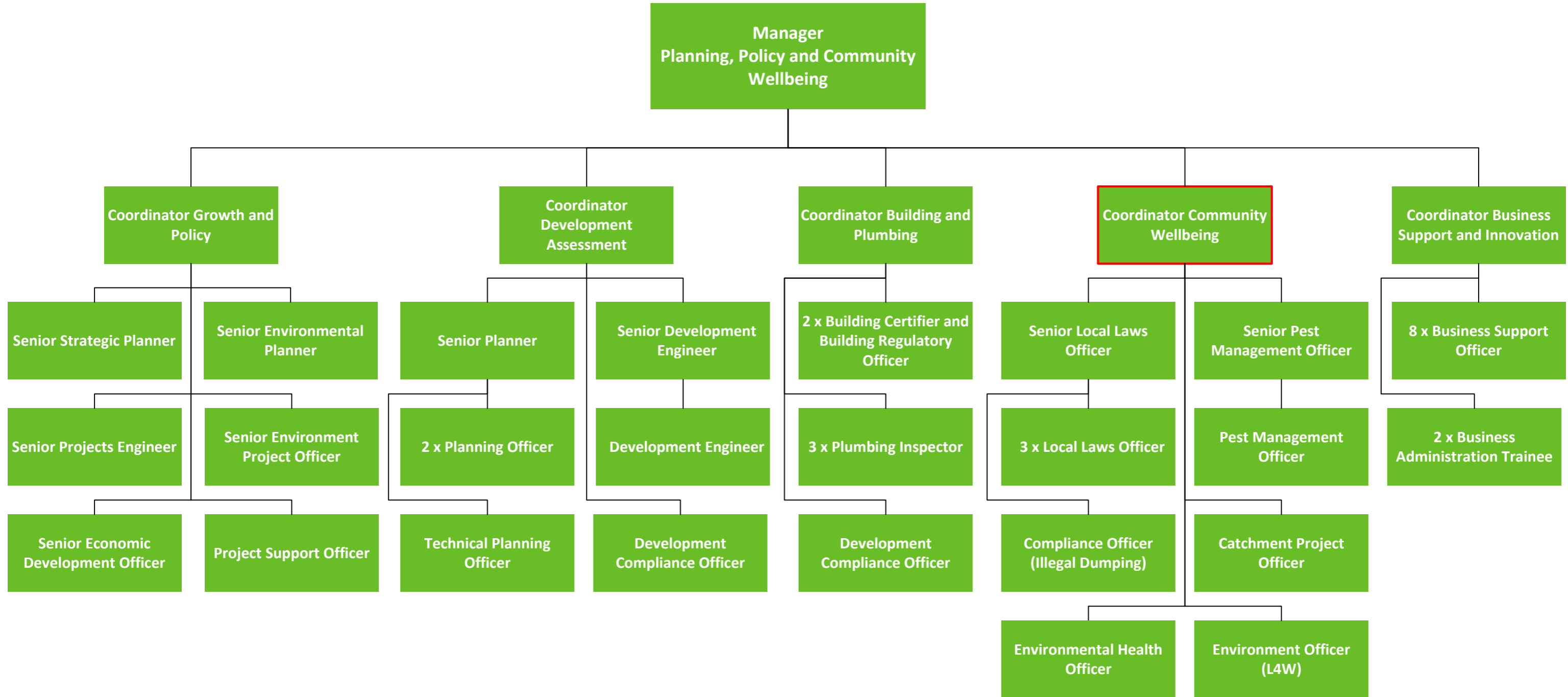
Links to Council Information



Organisational Structure

Community and Regional Prosperity

Planning, Policy and Community Wellbeing





Living in the Region



Housing

The cost of housing in Lockyer Valley is affordable with the median house price of approx. \$508,000. Rental prices range average \$420 - \$430 per week.



Educational Facilities

There are several schooling options in the Lockyer Valley region including several state primary and high schools, with private schools offering education up to year 12. There is also tertiary education available at the University of Queensland (Gatton Campus).



Healthcare

There are excellent local medical centres and local hospitals that service the community include Gatton Hospital, Laidley Hospital, Toowoomba Hospital and St Vincent's and St Andrew's Private Hospitals both located in Toowoomba.



Living in the Region



Shopping & Dining

Lockyer Valley region is filled with vibrant rural living, fascinating history, culture, adventure and stunning natural beauty. There is a wide variety of things to do including a Cobb & Co tourist drive, sampling the local produce on the "Farmgate Food Trail", purchasing fresh local produce from the roadside or attending one of the local markets.



Sports & Recreation

The region is well equipped with sporting facilities including Lockyer Valley Sports and Aquatic Centre, Laidley Sports Complex, Dal Ryan War Memorial Pool, Withcott Sports Centre and the Lockyer Valley Indoor Equestrian Centre. The region is also home to more than 60 parks and reserves.



Getting Around

Lockyer Valley is approximately 1 hour's drive west of Brisbane or 30 minutes from Ipswich. Gatton, the region's largest town is located 30 minutes east of Toowoomba. Airport transfers are available from Toowoomba and Brisbane Airports.

An aerial photograph of a paved road in Lockyer Valley, Queensland, Australia. The road is flanked by rows of mature trees in full purple bloom, creating a vibrant canopy. In the background, a green horse racing track is visible on the left, and residential houses and buildings are scattered on the right. The sky is overcast with grey clouds.

Discover Lockyer Valley



Recruitment Process



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the criteria below



Selection Criteria

- Demonstrated ability to identify relevant regulations, policies and legislation, and apply them effectively.
- Excellent customer service skills, with a focus on resolving issues effectively while maintaining positive relationships with stakeholders.
- Demonstrated high-level written and verbal communication skills, with an ability to convey information to all levels of stakeholders.
- Tertiary qualification in Environmental Health, Pest Management, Environmental Management or similar.
- Demonstrated ability to lead, manage and motivate a team to always achieve quality outcomes.



Applications Open

- Week commencing Monday 15 January 2024



Applications Close

- 5pm Monday 5 February 2024



Initial Assessment

- Week Commencing 5 February 2024



Council Interviews

- TBD

*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.



Application for Assessment, Shortlisting and Interviews

Leading Roles and the Council will determine a shortlist of suitable candidates, and will arrange interviews with Council's interview panel, depending on applicant and Council staff availability.

Following selection of a preferred applicant, the Council may require a number of further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at offer stage.

Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. But it will not be given to any other person or agency unless you have given us permission, or we are required by law.

Angie Simmonds

Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue and white collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

CONTACT

☎ 0476 861 300

✉ angie.Simmonds@leadingroles.com.au



Leading Roles

People ▶ Performance ▶ Partners

APPLY NOW AT WWW.LEADINGROLES.COM.AU



Photo credit: DC Photography

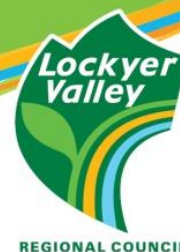


ATTACHMENT

Position Description

Photo credit: Craig Bachmann

Position Description



POSITION DETAILS

POSITION NUMBER:	LVRC95
POSITION TITLE:	Coordinator Community Wellbeing
BRANCH:	Planning, Policy and Community Wellbeing
GROUP:	Community and Regional Prosperity
SALARY CLASSIFICATION:	Contract
AUTHORISED BY:	Group Manager Community and Regional Prosperity

POSITION OBJECTIVE

The purpose of this position is to:

- Provide strategic leadership and management of Council's Community Wellbeing team consisting of Environmental Health, Local Laws, Pest Management and Environmental Management;
- Mentor and inspire the Community Wellbeing staff to deliver exceptional customer service in accordance with the Branch Business Plans, Council policies and statutory requirements; and
- Support the Planning, Policy and Community Wellbeing Branch's commitment to continuous improvement and innovation by identifying and providing strategic advice to support improvements to departmental operations which will enhance development outcomes.

INDIVIDUAL CHARACTERISTICS

Duties

The incumbent is required to perform the following duties to function effectively in this position:

1. Provide strategic leadership and management of Council's Community Wellbeing Team to ensure the delivery and implementation of Council's obligations in relation to the functions of Environmental Health, Local Laws, Pest Management and Environmental Management.
2. Provide strategic leadership and management in relation to the formulation, management, implementation, monitoring and evaluation of the team's projects and programmes.
3. Project manage and ensure the delivery of projects on time and within the allocated budget, including the coordination, provision of instructions and the liaising and directing appointed consultants.
4. Apply expert knowledge as a coach, mentor and leader to ensure the development of a high performing team with a focus on customer service, engagement and continuous improvement.
5. Support the Planning, Policy and Community Wellbeing Branch to deliver a customer centric culture and service that has a demonstrated commitment to continuous improvement and innovation.
6. Lead positive change and meaningful engagement with both internal and external key stakeholders including the Community Wellbeing team, internal stakeholders, Councillors, surrounding Councils, State Government agencies, and industry bodies.

7. Communicate with influence in an effective and professional manner as a senior representative of Council in both internal and external forums.
8. Provide strategic and expert technical advice in an accurate and timely manner to internal and external stakeholders, both in writing and verbally.
9. Maintain a contemporary knowledge and understanding of matters relevant to the team and ensure that Council's processes and procedures reflect an understanding of economic, legal and policy considerations.
10. Supervise and mentor staff and support their professional and personal development while recognising their individual needs and aspirations.

In addition to the above, the incumbent is required to perform any other duties within their skill set as directed by the Manager Planning, Policy and Community Wellbeing.

Interpersonal

The incumbent possesses the following interpersonal attributes:

- Ability to effectively deal with difficult situations, resolving organisational problems with tact and diplomacy and presenting a positive Council image;
- Work effectively and produce positive outcomes in collaboration with all stakeholders;
- Excellent customer service and negotiation skills;
- Excellent interpersonal skills and the ability to create the environment necessary to promote and achieve effective performance;
- Excellent organisational and time management skills and a demonstrated ability to meet conflicting deadlines;
- An ability to identify and resolve problems with limited assistance;
- Work autonomously as well as in a team environment to ensure multi-disciplinary outcomes for Council and the community;
- Commitment to continuing technical and professional development; and
- Establish priorities and provide leadership and specialist advice to the Community Wellbeing Team.

Direction

Only broad direction is provided by the Manager Planning, Policy and Community Wellbeing. At this level, the incumbent will receive only the basic idea of what is required to advance a concept through to completion.

Skills

The incumbent is required to possess the following skills to function effectively in this position:

- Demonstrated ability to prepare and present reports and submissions of a complex nature and to formulate recommendations.
- Demonstrated ability to liaise, consult, negotiate and advise Councillors, Council staff, Government Agencies, business operators and the general public on Environmental Health, Local Laws, Pest Management and Environmental Management matters.
- Ability to undertake the processes or researching, planning, organising and reporting within specified time frames.
- Proven ability to devise innovative solutions and make decisions based on Council policy, project objectives and technical considerations.
- Demonstrated knowledge and ability to prepare matters in relation to legal issues as they related to compliance and regulatory processes.
- Demonstrated ability to review and improve practices.

Initiative

The incumbent is self-motivated, uses their own initiative, is willing to accept responsibility for formulating and delivering relevant policy and projects, can develop innovative concepts and test their validity, and embraces critical review of personal work outputs.

ROLE REQUIREMENTS

Branch

The incumbent has excellent technical skills, expertise, operational knowledge and capabilities in the areas of Local Laws, Pest Management, Environmental Management and Environmental Health policy, legislation, regulation, planning and management.

Statutory

The incumbent must possess, or have the ability to quickly gain, an excellent understanding and knowledge of:

- Environmental Health, Environmental and Pest (Biosecurity) and Local Law legislation and related regulation and policies administered by the Council, State Government and Australian Government;
- Council's Planning Scheme(s); and
- Council's Environmental Health, Local Laws, Pest Management and Environmental Management obligations.

Discipline

The incumbent has excellent knowledge as well as the necessary skills, professional maturity and expertise to undertake projects in accordance with legislation, regulation and policy.

In addition, the incumbent must possess the following attributes:

- Highly customer focused and have a proactive approach in dealings with members of the public, other external stakeholders and Council's internal stakeholders.
- Ability to formulate and deliver high level briefings and reports at short notice to executive management and Councillors.
- Possess excellent knowledge of State departmental structure and processes.
- Advanced understanding of relevant theory, processes and principles, and the practical application of these.
- Ability to lead a multi-skilled team and demonstrate a spirit of openness and cooperation toward other employees.
- Excellent research and analytical skills.
- Possess a well-developed knowledge of business management, project management, legislative processes and requirements, risk management, community engagement and team management.

RELATIONSHIPS

Upward

- This position reports to the Manager Planning, Policy and Community Wellbeing.

Downwards

- This position is responsible for the management of the Community Wellbeing Team, as well as various contract staff / project officers and interns as appropriate.

EXTENT OF AUTHORITY

Outcomes

The incumbent is responsible for achieving outcomes associated with organisational goals and deliverables within Council's Community Plan, Council's Corporate Plan, Council's Operational Plan and other relevant plans as required and adopted by Council.

Freedom to Act

The incumbent will be responsible for decision making, corporate policy, and acting with significant independent action.

Solutions

Solutions to problems are found through analytical approaches, research and elements of development and creativity within the scope of corporate policies. The position develops and adapts methods, procedures and processes to deliver solutions.

Assistance

Assistance when required is available from senior officers. However, it is expected that the difficulty of some issues that are identified would be of such complexity and specialist nature that they may require input from agencies external to Council.

CORPORATE ACCOUNTABILITIES & RESPONSIBILITIES

In addition to the key duties and responsibilities, the position incumbent is responsible and accountable to adhering to Lockyer Valley Regional Council's Employee Code of Conduct, all Council policies and supporting Council's overall Corporate Plan and objectives.

This position requires compliance with the *Public Records Act 2002* to make and keep full and accurate records of business activities. It is the responsibility of all staff to comply with these obligations.

In addition, fraud and corruption is not tolerated at Lockyer Valley Regional Council. It is the responsibility of all employees of Lockyer Valley Regional Council to detect and prevent fraud and corruption. All employees have a duty to report suspected fraud and corruption.

Competitive Business Practices

- Actively support Council policies and initiatives for pursuing competitive business practices;
- Support the organisation in the development of effective management strategies and practices; and
- Represent the branch/group and Council in a professional manner when negotiating with external stakeholders (i.e. government departments, industry representatives, ratepayers and the community).

Customer Service

- Apply Council policies, initiatives and practices relating to Customer Service;
- Ensure that all internal and external customer requirements are identified and met in a realistic, cost effective and timely fashion; and
- Participate in the ongoing review of customer service practices within the branch/group to ensure that they meet Council requirements.

Work Health & Safety

- Apply Council policies, initiatives and practices relating to Work Health & Safety; and
- Comply with all aspects of Work Health and Safety Legislation, Regulations and Codes of Practice.

VISION

We will deliver sustainable services to enhance the liveability of our community while embracing our economic, cultural and natural diversity.

Everything we do should contribute towards achieving our vision.

MISSION

Lead, Engage and Empower

We achieve our Vision by demonstrating leadership, engaging and empowering our community and staff.

VALUES

At Lockyer Valley Regional Council our values are:

Leadership



We lead through excellence and partner with the community to achieve Council's vision and mission.

- I am approachable;
- I lead by example;
- I treat everyone fairly;
- I continue to learn and develop; and
- I look for opportunities for continuous improvement.

Accountability



We accept ownership of our role and take responsibility for our actions. We are results focused, take pride in our successes and efforts and learn from our mistakes.

- I undertake my role to the best of my ability;
- I own my actions and decisions;
- I strive to do better and learn;
- I do what I say I am going to do; and
- I use Council resources responsibly.

Integrity



We strive to be valued and trusted by the Lockyer Valley community. We are respectful, open, transparent and honest in our dealings with the community. At all times we act in the best interests of the community.

- I take responsibility for my actions;
- I am honest in my words and actions;
- I respect myself and my team;
- I do the right thing, because it's the right thing to do; and
- I consider the legacy I am leaving for the next person and do the work accordingly.



Communication

We embrace diversity and communicate openly and honestly. We listen actively, consider and value the views of others. Our communication is clear, concise and consistent.

- I communicate honestly and respectfully;
- I listen to and respect the opinions of all;
- I use language to suit the audience;
- I create open communication pathways; and
- I provide information within agreed timeframes.



Customer Focus

We strive to engage and communicate with our internal and external customers to meet agreed outcomes. We identify and aim to meet the needs of all customers in a responsive and equitable manner.

- I listen respectfully to all customers' feedback and take appropriate action;
- I do my best to facilitate a solution;
- I am diligent and proactive when responding to customers' needs;
- I show empathy to customers; and
- I treat all customers the same.



Teamwork & Collaboration

We value creative thinking and look for opportunities to collaborate and connect to deliver a better Lockyer Valley. We work together by recognising and sharing our talents, skills, experience and knowledge.

- I actively participate and contribute to the best of my ability;
- I offer others assistance if they need a hand;
- I am always courteous and professional;
- I always respect the contributions of others; and
- I freely share my talents, skills and knowledge.

PERFORMANCE STANDARDS

Performance standards are to be determined by your immediate supervisor .

KEY SELECTION CRITERIA

The criteria that must be satisfied by applicants for this appointment include the following:

1. The following qualifications, practical experience and licences:
 - Tertiary qualifications in Environmental Health, Pest Management, Environmental Management or similar with a minimum of five (5) years demonstrated practical experience;
 - High level of professional knowledge and substantial relevant experience in coordinating and leading a multidisciplinary team to achieve outcomes; and
 - A current driver's licence (Class C).
2. Demonstrated ability to meet the following Organisational Fit criteria:
 - Enthusiastic and Positive;
 - Innovative;
 - Engaged, Proactive and Solution Focused;
 - Team Player; and
 - Customer Service.

3. Demonstrated high level of interpersonal and effective oral and written communication skills that are situational and stakeholder responsive.
4. Demonstrated ability to lead change, identify issues and develop and implement innovative and practical solutions relating to the responsibilities of the Community Wellbeing Team. This includes research and analytical skills on technical matters.
5. Demonstrated organisational skills including project management, prioritising and organising work, meeting goals and objectives.
6. Demonstrated ability to lead a multidisciplinary, high-functioning team, by providing strong and motivating leadership, performance management, performance appraisal, coaching, mentoring, and team and personal development.
7. Demonstrated ability to represent Council, as a technical representative, and liaise, consult, negotiate and develop relationships with external stakeholders including Government agencies, businesses, non-government organisations and the community on relevant matters.