



APPLICANT PACK

# Coordinator Community Wellbeing

Lockyer Valley Regional Council



## CONTACT

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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.

This role offers an interesting scope of responsibilities. Leading a team of ten staff, you will be responsible for providing Regulatory and Legislative guidance around the Council's Environmental Health, Local Laws, Pest Management and Environmental Management obligations. You will support and mentor a positive and knowledgeable team to achieve the Council's strategy, plans, compliance and dedication to continuous improvement and innovation.

A large portion of this role will see you utilising your legislative knowledge around food safety, animal management and biosecurity to handle complex situations involving key stakeholders from the community and internally.

You will be experienced in providing Councillor or executive level reports and engaging with external Government bodies.

The ideal Candidate will possess a knowledge of Local Government requirements in the areas of compliance, local laws, stakeholder engagement and team leadership. They will ideally hold a tertiary qualification in Environmental Health, Pest Management, Environmental Management or similar with significant demonstrated practical experience.

This is an engaging role, working with a Council who lives its values of Leadership, Accountability, Integrity, Communication, Customer Focus, Teamwork and Collaboration.





# Key Responsibilities

## Leadership

As the leader of this team of ten, you will have prior experience guiding, motivating and coordinating staff. You will have the opportunity to mentor staff, sharing your vast Legislative, Regulatory and Local Laws knowledge, and provide an open point of contact for escalation of queries from key stakeholders.

## Regulatory, Local Laws and Legislative Compliance

You will be the key contact for technical questions regarding Local Law, Pest Management and Biosecurity; and Environmental Health, from both internal and external sources. You will have prior experience interpreting these and working with your team, ensuring compliance is being met, and providing advice as required.

## High-Level Communication

Communication with both internal and external stakeholders will play an important role in the day to day of the Coordinator Community Wellbeing.



## Opportunities

- **Leadership and mentorship:** This role offers the opportunity to lead and mentor a team of ten staff, providing guidance and support to help them achieve the Council's strategic plans.
- **Regulatory and legislative guidance:** Providing guidance on regulatory and legislative requirements in areas such as environmental health, local laws, pest management, and environmental management.
- **Engagement with key stakeholders:** Handling complex situations involving key stakeholders from the community, and internally; as well as engaging with and building relationships with external government bodies and other stakeholders.

## Challenges

- **Complex situations:** Handling complex situations involving key stakeholders.
- **Compliance management:** Ensuring compliance with regulatory, legislative and legal laws requirements.

## Key Stakeholders

- Community members and constituents.
- Councillors and Officials.
- Internal Management and staff.
- Regulatory and Government bodies.





## Qualifications, Skills & Attributes

- 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).
- Demonstrated ability to meet the Organisational Fit criteria.
- Experience at a similar scope and scale to this position.
- High level of interpersonal and effective verbal and written communication.
- 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.
- Organisational skills including project management, prioritising and organising work, meeting goals and objectives.
- Ability to lead a multidisciplinary, high-functioning team.
- Represent Council as a technical representative, and liaise, consult, negotiate and develop relationships with external stakeholders on relevant matters.



## Salary Package Information

Depending on the requirements of the position, Lockyer Valley Regional Council offers a variety of flexible working arrangements including:

- Competitive remuneration.
- Flexible working practices.
- Up to 12% superannuation.
- Salary packaging options (i.e., novated leases for vehicles).
- Professional development opportunities.
- Employee Assistance Program.





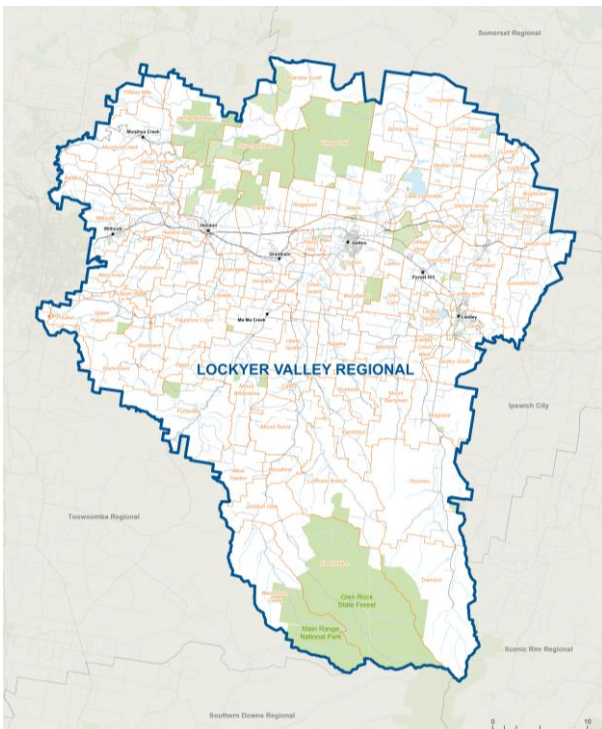
# About the Region

**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

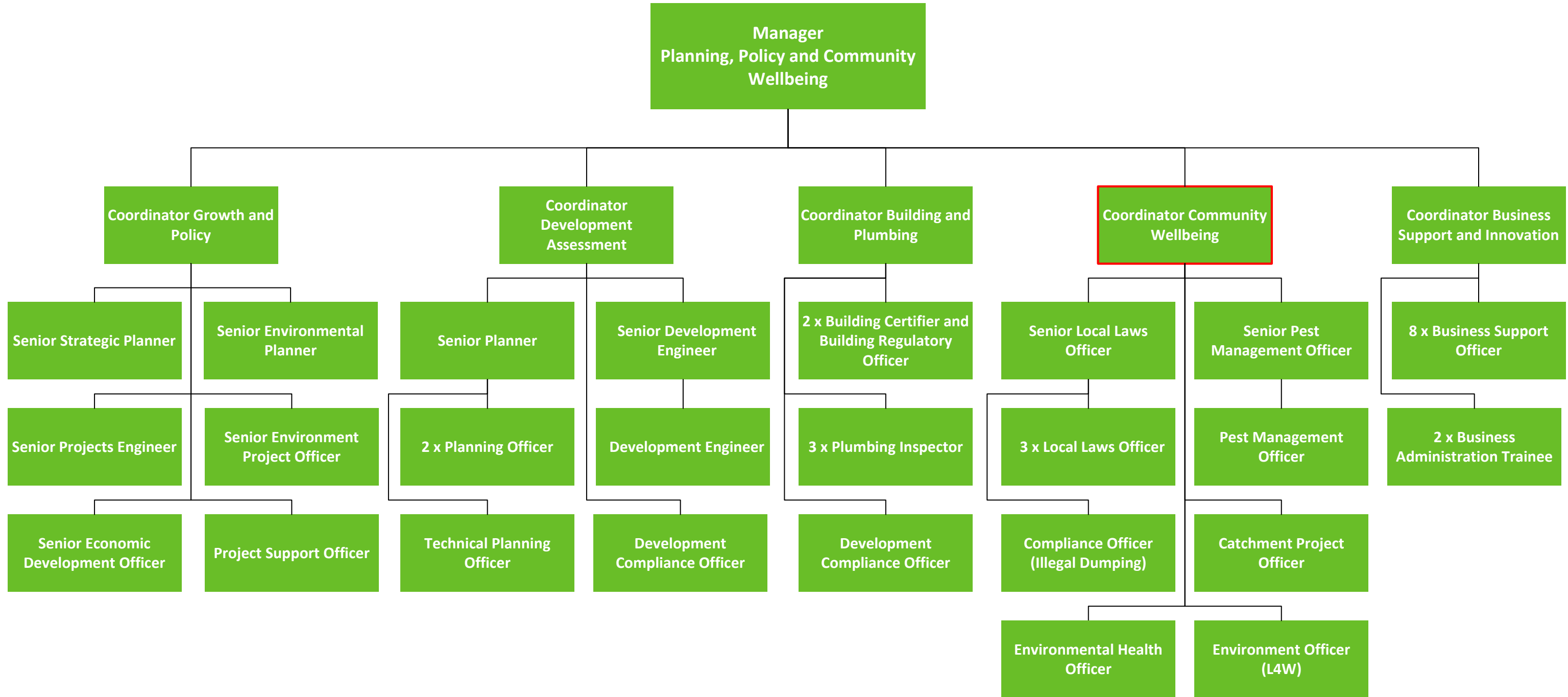




# Organisational Structure

## 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 mature trees in full purple bloom, creating a vibrant canopy. In the background, a green racecourse 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

- 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).
- Demonstrated ability to meet the Organisational Fit criteria.
- High level of interpersonal and effective oral and written communication skills that are situational and stakeholder responsive.
- 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.
- Organisational skills including project management, prioritising and organising work, meeting goals and objectives.
- 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.
- 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.

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## Applications Open

- Week commencing Monday 14 August 2023

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## Applications Close

- 5pm Monday 4 September 2023

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## Initial Assessment

- Week Commencing 4 September 2023

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## 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.





# Nicole Coulston

## Talent Consultant



Nicole is an HR professional whose most recent experience includes Recruitment, Training Administration and Human Resources Coordination. She has significant experience in multiple disciplines including recruitment, policy writing and roll-out, project coordination, on and offboarding process development, payroll and workplace health and safety.

She has a passion for supporting and contributing to her team and making real impacts through strong relationship-building, flexibility and agility. Nicole has a Graduate Certificate in Occupational Health and Safety, Certificate IV in Human Resources, Certificate IV in OHS and Certificate IV in Training and Assessment.

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# Leading Roles

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Photo credit: DC Photography





ATTACHMENT

# Position Description

Photo credit: Craig Bachmann

# Position Description



## POSITION DETAILS

<b>POSITION NUMBER:</b>	LVRC95
<b>POSITION TITLE:</b>	Coordinator Community Wellbeing
<b>BRANCH:</b>	Planning, Policy and Community Wellbeing
<b>GROUP:</b>	Community and Regional Prosperity
<b>SALARY CLASSIFICATION:</b>	Contract
<b>AUTHORISED BY:</b>	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.