



# Position Description

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<b>Job Title:</b>	Community and Cultural Support Worker
<b>Award:</b>	Queensland Local Government Industry (Stream A) Award - State 2017
<b>Division:</b>	Division 2, Section 1 - Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services
<b>Classification:</b>	Level 2
<b>Employment Type:</b>	Part Time
<b>Department:</b>	Community Services
<b>Reports to:</b>	Women's Service's Coordinator
<b>Approved:</b>	Gary Uhlmann, Chief Executive Officer
<b>Version Date:</b>	26 August 2019

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## POSITION OBJECTIVE

This position will provide support to the Women's Coordinator and be an integral link between community and the Women's Meeting Place. Working with the Women's Services Coordinator, this role will engage with, inform and assist people living in Kowanyama to ensure inclusiveness of social and cultural services at the Womens Meeting Place. This is a part-time role and is based in Kowanyama.

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## POSITION SPECIFIC KEY RESPONSIBILITIES

1. Undertake a range of functions including but not limited to:
    - Provide cultural brokerage to services that are delivered to the Women of this community
    - Collaborate with the team to plan and deliver culturally appropriate engagement activities to participants
    - Be available on-site to support Coordinator, participants and relevant stakeholders
    - Encourage participation of local women in programs and activities
    - Support Coordinator and participants in planning and engagement activities
    - Establish strong relationships with relevant stakeholders who have been invited to provide services or programs through the Women's Meeting Place
    - Provide administrative support to Women's Services Coordinator
    - Support local linkages with the local health clinic, school and other community organisations
    - Strive for continuous improvement in the role and assist others with the same.
    - Other duties as directed
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## SELECTION CRITERIA

1. This is an Aboriginal identified position. To be considered for this role you must be a community member and reside locally. You will have extensive local knowledge about the community and demonstrated ability to communicate effectively and sensitively with community members.

2. Well-developed communication and interpersonal skills with demonstrated ability to exercise initiative, judgement, confidentiality, tact and discretion whilst dealing with a range of external and internal clients.
3. Have the ability to cultivate professional working relationships with participants
4. The ability to build strong relationship with local organisations.
5. Respect confidentiality and build trust
6. Ability to comply with relevant legislation
7. Manage potential conflicts of interest and if required seek assistance to do so
8. Experience in administrative tasks is desirable
9. Proven ability to work autonomously and problem solve.
10. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.

### Key Performance Indicators

<b>Role Functions</b>	<ul style="list-style-type: none"> <li>• Strive for excellence in daily duties</li> <li>• Timely and accurate reporting</li> <li>• Adherence to undertake task as directed</li> </ul>
<b>Attendance</b>	<ul style="list-style-type: none"> <li>• Appropriate notification to supervisor in respect to work absences and leave requirements</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Maintain a high level of customer service towards all participants</li> <li>• No breaches of confidentiality</li> <li>• Positive relations with all internal and external stakeholders</li> </ul>
<b>Adherence to Council's policies, procedures</b>	<ul style="list-style-type: none"> <li>• No breaches of Council's policies and procedures</li> <li>• Maintaining a Police Clearance</li> <li>• Involvement in the organisation promoting a sense of ownership and team work into the organisation.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Follow Council OH&amp;S policies, rules and guidelines</li> <li>• Contribute positively to improvement initiatives</li> <li>• Demonstrate a strong focus on workplace safety in accordance with Industry standards</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Demonstrate a positive problem solving approach to all issues</li> <li>• Lead by example</li> <li>• Help build an innovative proactive team based environment</li> </ul>

### CORPORATE RESPONSIBILITIES

#### Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

#### Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

#### Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

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**General**

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area;
  - All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.
  - Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
  - Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
  - The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives;
  - It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
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**ORGANISATIONAL RELATIONSHIPS**

Reports to:	Women's Services Coordinator
Internal Liaison:	Chief Executive Officer, Executive Managers, Councillors, and all Kowanyama Aboriginal Shire Council employees.
External Liaison:	Community organisations and community members

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**MANDATORY REQUIREMENTS**

- Police Clearance
- Blue Card -

**POSITION DESCRIPTION AUTHORISATION**

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.