



TORRES STRAIT ISLAND REGIONAL COUNCIL

POSITION DESCRIPTION

Organisation:	Torres Strait Island Regional Council
Position Title:	Head of Community Services (Identified Position)
Position Classification:	Level 7
Instrument:	Torres Strait Island Regional Council Certified Agreement
QLD Local Government Industry Stream:	Stream A – Administrative, Technical, Community Service, Supervisory and Managerial Services
Directorate:	Community Services

PRIMARY PURPOSE

We are much more than a Council. Our work impacts the lives of the Community we serve in a profound way through the range of services we offer, as a major employer and a vital link in the infrastructure that supports the community. We respect *Ailan Kastom* and what it has to teach us to help culture and communities to thrive. We recognise that each community is not the same with unique language and cultural differences.

POSITION OBJECTIVE

The position is responsible for the operational & financial planning, development, and delivery of all community services to all communities situated within the Torres Strait Island Regional Council (TSIRC) local government area. The role will ensure the delivery of key social services and funded projects including Environmental Health, Housing and Tenancy, Health & Wellbeing, Divisional Administration, Indigenous Knowledge Centres, Aged Care Support and Child Care Services.

The Head of Community Services role plays an integral part of the Management Team to lead and manage the development and implementation of the Torres Strait Island Regional Council's Corporate and Operational Plans to achieve key objectives.

KEY RESPONSIBILITIES

Executive Management

- Lead the development and implementation of strategic and operational plans for Community Services and programs responding to priorities outlined in the Corporate Plan, current community demand, State and Commonwealth Government policy and relevant best practice evidence.
- Lead and contribute towards Community Service and program budget development, monitoring and review in line with local government and business requirements.
- Ensure systems are in place to monitor the changing needs of the local community and respond accordingly.
- Lead and advocate for appropriate service responses and infrastructure to ensure high quality services.
- Provide strategic advice to the Executive Director Community Services as requested.
- Ensure that all decision making within delegated services is undertaken in alignment with Council Delegations.

Service Development

- Lead and foster the notion of continuous improvement across Community Service.
- Identify and source new funding to improve the scope and breadth of services to meet community needs.
- Continuously improve the accessibility, range and level of services delivered within approved budget parameters.
- Develop and deliver projects that respond to Council's strategic objectives.

Policy Development

- Ensure that Council policy and strategy reflects the communities' needs and expectations.
- Ensure the provision of support for the development of relevant policy that supports Councils strategic objectives.

Community engagement and capacity building

- Work with the community to increase their capacity to make choices that enhance their health and wellbeing.

Partnerships

- Lead the development and maintenance of strategic partnerships to assist in achieving high quality outcomes for the community.

Quality and Risk

- Lead, create and foster an environment where innovation and achievement are emphasised recognised and celebrated.
- Ensure all delegated programs and services are compliant with relevant standards, legislation, policies and procedures and maintain relevant accreditations.
- Ensure systems are in place to drive continuous quality improvement and manage risk.
- Monitor, review and benchmark services to ensure they remain appropriate and effective to meet community needs.
- Ensure that all requirements of external funding & service agreements are met.
- Maintain staff and client confidentiality at all times.

Marketing and Promotions

- Ensure systems are in place to provide regular communication regarding service outcomes and opportunities to Council, the community and other relevant stakeholders
- Promote the positive outcomes of Community Services and Programs to all relevant stakeholders.

Organisational Development

- Ensure that all services are staffed appropriately, that systems are in place to support professional development and manage performance.
- Ensure all delegated staff are appropriately supervised and supported in their work.
- Ensure a safe workplace for children, families, visitors and staff.

Reporting

- Prepare and submit quality, timely and appropriate reports for the Management Team, Council and relevant funding bodies as requested.

General

- Participate in special projects and perform any other duties as required.
- Comply with TSIRC health and safety policies and procedures.

- Ensure safe work practices and a safe work environment is maintained at all times.
- Model a positive culture by living the organisational values through actions and behaviours.
- Maintain and/or extend knowledge and skill base required for effective performance.
- Maintain productive working relationships and provide team support.
- Participate in own performance review and identify learning/development needs.
- Negotiate with line manager to complete appropriate education and training.

CAPABILITIES, SKILLS & EXPERIENCE

- 1) Consistently demonstrates behaviours that reflect Council's values of One, Respect, Accountability, Courage and Resilience with all stakeholders.
- 2) Tertiary qualifications in Business Administration, Social Policy or Community Development, or other relevant discipline, or demonstrated extensive experience in successfully fulfilling the responsibilities and functions of a similar position in the public or private sector.
- 3) The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- 4) Local Government management experience in a similar position.
- 5) Knowledge of and experience in corporate governance and risk management, including budget preparation and financial control, occupational health and safety and information management.
- 6) Demonstrated ability to lead, manage, monitor, and review programs, and an ability to manage multiple programs simultaneously.
- 7) Competency in Microsoft applications including Word, Excel, and Outlook.
- 8) A track record of following through on commitments.
- 9) Excellent planning, organisational, and time management skills.
- 10) Experience leading and developing top performing teams.
- 11) A history of leading and supporting successful projects.

OTHER CONDITIONS/REQUIREMENTS

- Frequent travel throughout the Torres Strait Islands is a requirement of this position.
- The preferred applicant may be required to apply for a National Police Certificate before appointment.
- TSIRC employees may be required to have immunisations as a control measure against infectious disease if there is a requirement to travel.
- The employee shall comply with relevant Workplace Health and Safety legislation, Codes of Practice and Council's Workplace Health and Safety Management System.
- This position is classed as *Regulated Employment* and applicants will need to be eligible for and successful with obtaining a Blue Card for Working with Children. *It is an offence for a disqualified person to apply for or renew a blue card. You may be subject to penalties of up to 5 years or a fine of up to \$55,000.* For more information about obtaining a Blue Card please visit: www.bluecard.qld.gov.au

- A basic knowledge and understanding of languages specific to the Torres Strait including Meriam Mer, Kala Lagaw Ya, and Creole would be highly desirable.
- The employee is expected to carry out their duties in accordance with the relevant legislation and Council policies including but not limited to:
 - a) anti-discrimination
 - b) equal employment opportunity
 - c) confidentiality
 - d) local government principles
 - e) *Ailan Kastom*
 - f) Council's Vision and Values listed on the next page.

OUR VISION & VALUES

“ For our Community and Council to be Autonomous, Prosperous and Sustainable ”

Value & Value Statement		Desired Behaviours
 <p>ONE We are one team who achieves together.</p>	<ul style="list-style-type: none"> • We show care for people and look out for each other. • We speak up and support others to be safe and healthy. • We respectfully address behaviours that conflict with Council's values. • We create positive unity within our organisation, our communities and our region. 	
 <p>RESPECT We have respect for each other and the communities we serve.</p>	<ul style="list-style-type: none"> • We respect and recognise Ailan Kastom. • We are open and collaborative, valuing clear community engagement. • We recognise and respect diversity, individual needs, experience and strengths. 	
 <p>ACCOUNTABILITY We are accountable and responsive to our communities.</p>	<ul style="list-style-type: none"> • We take pride in our work and pursue a standard of service excellence, doing more with less. • We consistently strive for transparency and good governance to the benefit of public interest. • We are reliable, honest and ethical in all we do. 	
 <p>COURAGE We are courageous leaders, who think innovatively.</p>	<ul style="list-style-type: none"> • We encourage, value and reward creative thinking. • We respect and explore different ideas and perspectives. • We embrace change and actively promote Council's vision. 	
 <p>RESILIENCE We are builders of a sustainable and resilient region.</p>	<ul style="list-style-type: none"> • We actively seek opportunities to continuously improve and bring growth to our region. • We think globally, act regionally. • We empower our people and communities; embracing local opportunity and participation. 	