

Community Safety Officer

Position Number	
Directorate	Communities & Place
Service Unit/Department	Community Safety
Location	Civic Centre, Roberts Avenue, Horsham
Position Classification	Band 4 Level A
Position Appointment	Permanent Full-time
Enterprise Agreement	Horsham Rural City Council Enterprise Agreement Number Ten, 2022-2025
Reports to	Coordinator Community Safety

Organisation Values - **FAIR**

Flexibility

We are adaptable to changing circumstances

Accountability

We are responsible for our behaviour and actions

Integrity

We are ethical, transparent and honest in our conduct

Respect

We value diversity and appreciate others and will not tolerate sexual or others forms of harassment

1. Position Objectives

To deliver customer service focused law enforcement and community safety service through the provision of education to the community, and, where required, enforcement of relevant legislation.

2. Key Responsibility Areas

- enforce the Disabled Parking Scheme.
- efficiently and legally operate the Council's pound facility.
- obtain and provide statements from individuals to support legal processes.
- prepare briefs for Court and attend to provide evidence when required.
- maintain a timely complaint investigation process.
- follow up all community requests and complaints according to service level priority.
- provide appropriate timely action in a courteous manner.
- liaise with community and stakeholders to understand current compliance issues and identify service improvement strategies.
- achieve compliance with the parking restrictions within the municipality to provide fair access to public car parking spaces and support businesses relying on managed turnover of car parking spaces.
- communicate and engage with business owners, land users and the community to identify opportunities to reduce complaints about amenity, litter and the keeping of land within the municipality.
- prepare media communications with the purpose of educating the community as to their rights and obligations, and other matters related to the work of the Community Safety Unit.
- work collaboratively as a team to achieve departmental objectives and constructively participate as a member of the Development Services Directorate.

- prepare unit work plans with measurable outcomes in conjunction with the Coordinator Community Safety Unit.
- manage time, set priorities and plan work activities to achieve high customer service levels.
- achieve set goals and implement strategies, work methods and practices to achieve team performance indicators.
- observe safe work practices in accordance with training and instruction. Report any risks in the workplace to the immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person specific.
- understand and implement corporate records management obligations and responsibilities.
- create and keep accurate and complete records of operational activities and decisions in the appropriate record system (e.g. Recfind, Merit, Teams minutes of meetings).
- create records including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.
- collect data and statistics, as required for reporting purposes.

In addition to standard hours of duty, there is a requirement to be available to serve on standby duty outside ordinary hours, including overnight, during the weekend and on public holidays to attend callouts or to perform other work functions. Appropriate overtime payments will be paid, together with an availability allowance.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

3. Accountability and extent of Authority, Judgement and Decision Making

- Responsible to the Co-ordinator Community Safety for the efficient and effective enforcement of various State legislation, regulations and Local Laws in accordance with the Occupational Health & Safety Act and regulations, Council's policies and procedures. Assistance and guidance is always available.
- Act as an authorised officer pursuant to the relevant provisions of State legislation, regulations and Local Laws and enforce relevant provisions of State legislation, regulations, Local Laws and Council's policies and procedures in a manner appropriate in the circumstances.

- Required to report regularly to the Co-ordinator Community Safety and may suggest procedure, facility and equipment improvements.
- Freedom to act is ordinarily limited by existing delegations, standards and procedures, inherent to the duties. There is some scope to exercise discretion in the application of established practices.
- Responsible for the confidentiality of all Community Safety Unit matters and documentation.
- Within delegated authority responsible for exercising judgment and discretion in relation to the risks associated with discharging duties. Assistance and guidance is always available.

4. Skills and Knowledge

- Ability to read, interpret and effectively apply relevant legislation and regulation.
- Ability to identify problems and to apply appropriate standards and procedures, otherwise to escalate matters in accordance with the organisational structure.
- Knowledge and understanding of local government investigation and prosecution procedures and practices, including legal briefs, court appearances and process, enforcement and infringement procedures, Sound knowledge of animal handling techniques and welfare and experience in animal handling.

5. Management and Administrative skills

- Good problem solving skills.
- Ability to work efficiently in a busy environment.
- Ability to work constructively as part of a team to achieve objectives set by manager / supervisor but also to work independently.
- Well-developed IT skills across a range of software applications including the Microsoft Office suite and an ability to use technology with an attitude of being an early adopter of new technology.
- Ability to take detailed and accurate notes.
- Ability to manage time, priorities and plan and organise one's own work despite conflicting pressures.

- Ability to assist other employees by providing guidance, advice and training on routine technical, procedural or administrative matters. Provide regular reports, both written and verbal, and complete established reporting processes.

6. Interpersonal skills

- Good oral and written English skills.
- Good personal presentation.
- Ability to deal courteously and efficiently with the public, counterparts in other organisations and with other employees.
- Ability to de-escalate conflict, work co-operatively with others, develop rapport and resolve issues in a positive and constructive manner.
- An attitude of commitment to Council and to optimising customer service.
- Ability to garner community support in compliance matters.

7. Qualifications and Experience (Selection Criteria)

- Cert IV in animal management / Local Government / Statutory Compliance or similar, or experience in local laws / animal control / regulatory environment.
- Demonstrated ability, or ability to develop, Specialist Skills and Knowledge.
- Good Interpersonal Skills.
- Good Management and Administrative Skills.
- Current Victorian drivers' licence.
- Current Working with Children's Check.
- Current first aid training.
- Police check results that are suitable for the position.
- Psychometric testing results that are suitable for the position.

- Ability to pass a pre-employment medical examination.
- Customer service experience desirable.

8. Organisational Relationships

Reports to:	Coordinator Community Safety
Supervises:	Nil
Internal Liaisons:	Manager Community Services & Safety Community Safety Officer Council Staff
External Liaisons:	The public Horsham PAWS, Phoenix Animal Rescue and other welfare groups Other Councils

9. About Horsham and Horsham Rural City Council

Horsham Rural City is a vibrant, multi-cultural community situated in the heart of the Wimmera region of Victoria, approximately 300 kilometres north-west of Melbourne. The municipality has a population of approximately 20,000, covering an area of 4,267 square kilometres, with approximately three quarters of residents living within the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland and broadacre agriculture being our major industry. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college.

Council is committed to working with the community to develop the municipality through strong leadership, vision, good governance, responsive services and quality infrastructure, whilst enhancing our liveability and natural environment.

Accessible and Inclusive Employer

Horsham Rural City Council supports flexible and accessible working arrangements for all staff. We are progressive, open to new approaches, and aim to be an inclusive and diverse workplace that celebrates the contribution made by all our staff.

Occupational Health and Safety/Risk Management

All employees are required to follow workplace health and safety requirements and obligations in accordance with legislative frameworks, Council policies (including the OHS Responsibility and Accountability Procedure) and other workplace procedures at all times.

Employees will also observe and comply with Council's Risk Management Policy and the application of sound risk management practices within the workplace and the community.

10. Further information

Horsham Rural City Council is an Equal Opportunity and Child Safe Employer and values Flexibility, Accountability, Integrity and Respect. We encourage and celebrate all cultures, heritage and diversity. We recognise the important and ongoing place that all Indigenous people hold in our community.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Culture Department or www.humanrightscommission.vic.gov.au for further information.

Manager People & Culture
Horsham Rural City Council
PO Box 511
Horsham Victoria 3402
Email: hr@hrcc.vic.gov.au

11. Sign Off

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Document prepared by: People & Culture Department

Approved by:
(Director Communities & Place)

Date:

Employee name:

Signature:

Date: