



## **WORK PROFILE**

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**DIVISION:**

**COMMUNITY DEVELOPMENT**

**BRANCH:**

**COMMUNITY SERVICES**

**TITLE OF WORK PROFILE:**

**METROACCESS PROJECT  
OFFICER**

**FIXED TERM 30 JUNE 2010**

**CLASSIFICATION:  
POSITION NUMBER**

**5  
C0524**

**NUMBER OF POSITION/S:**

**1**

**DATE CLASSIFICATION COMPLETED:**

**UPDATED FEBRUARY 2010**

**MANAGERS SIGNATURE:**

**JANE FOLEY  
MANAGER  
COMMUNITY SERVICES**

## **1. THE CITY OF MELBOURNE**

The City of Melbourne plays a unique role in planning and driving the direction of Melbourne as a preferred location to live, work and visit. Our vision is that Melbourne will be internationally recognised for the opportunities it offers all Victorians to live, learn, work and prosper in a quality and sustainable environment. The organisation works towards ensuring that Melbourne is viewed with pride by all Victorians. We continually challenge ourselves to remain at the leading edge.

The City of Melbourne has a genuine commitment to making a difference. Our high-calibre, talented workforce is vital to the daily delivery of excellent service to the community, and achievement of our long-term vision for a thriving and sustainable city.

As a Capital City Council with greater than 72,000 residents and 720,000 workers, shoppers and visitors, the City of Melbourne leads by example – our workforce is dedicated to being the best at what we do and we welcome the contribution of people who share the same passion for being leaders in their field and wanting to make a difference.

The Council is the guardian and administrator of the City of Melbourne. The Lord Mayor, Deputy Lord Mayor and seven Councillors represent the entire City area. The Council has a local, national and international role in stimulating and shaping Melbourne as the 'world's most liveable city'.

The City of Melbourne's structure comprises five divisions. These are:

- Community Development
- City Design
- City Planning and Infrastructure
- City Business
- Corporate Business

In addition, Media Services, Governance Services and the Lord Mayor's Chief of Staff, report directly to the Chief Executive Officer. All Branches are responsible for ensuring quality services are delivered which provide maximum benefits at the best cost for all stakeholders. They do this by building partnerships with the community, business and government to promote the growth, prosperity and quality of Melbourne.

The way we work and serve the Melbourne community is guided by a culture that values integrity, courage, accountability, respect and excellence:

**Integrity** to deal with others fairly and consistently, follow through on commitments, represent views truthfully, be open to constructive feedback, consider the whole picture, seek evidence before forming views and be prepared to discuss how views were formed, abide by the City of Melbourne's policies, procedures and code of conduct in delivering service to others, support colleagues if they are treated unfairly or without respect.

**Courage** to raise issues directly, constructively and in an appropriate forum, be willing to explore new ideas and ways of doing things, present and debate ideas and innovations to the best of their ability and willingly accept outcomes, be always willing to have a go, support team members when raising innovative or courageous issues with people managers, speak for oneself rather than relying on others.

**Accountability** to ensure best use of resources, take responsibility for personal decisions and actions, act and work in an open and transparent manner and report results, recognise the achievements of others within the work area, respond to phone calls, emails and correspondence in a timely manner.

**Respect** to recognise and encourage ideas and contributions of others, show respect when speaking to others, show respect when speaking about others, respect and relate well to people of diverse backgrounds within the workplace, be courteous and approachable, positively contribute to and/or participate in team events, activities and debriefings, listen and consider other's 'off-beat' ideas, which may be different to their own, always endeavour to be punctual and advise if running late.

**Excellence** to be strongly focused on results, seeks personal and skill development opportunities, understand what is required to deliver excellence and seeks support when needed, take responsibility for safety and be prepared to point out safety issues, consider and work to mitigate any environmental impacts from actions, continually strives for improvement, supports team members in helping ensure achievements are celebrated

In becoming part of the team at the City of Melbourne, the Metro Access Project Officer makes a genuine commitment to the organisation's values.

## **2. WORK AREA CONTEXT**

The Community Services Branch is one of seven service groups within the Community Development Division. The other service groups are: Community Strengthening, Community Safety and Wellbeing, Customer Relations, Arts and Culture, Health Services and Recreation Services..

Chris – pls review this para The strategic focus of the Community Development Division is to ensure the planning and provision of quality, cost effective and customer focused services to City ratepayers, residents and visitors. The division is also responsible for coordinating service delivery in the neighbourhoods and the CBD within the municipality.

The strategic focus of the Community Development Division is to plan and provide targeted services to meet identified quality of life needs of clients and to ensure the cost efficient management of these services and community assets.

The Group works to enhance the economic and social well-being of the City, provide services which anticipate and respond to customer needs, and provide services which improve the lifestyle of residents, businesses and visitors to the City. The Group is responsible for:

- Aged and disability services;
- Library services;
- Youth services;
- Family and children's services;
- Social Issues including community safety, drug strategies, anti-social behaviour, crime and injury prevention, social housing and homelessness;
- Program development;
- Community capacity building and community support
- Municipal recovery management

The Group has a key role in developing and managing relationships with its customers, service providers, the Council and corporation, and other organisations. It also has a specific role in neighbourhood and community consultation and liaison.

At all times the Group demonstrates professional and industry leadership in delivering high quality, sensitive and responsive community services.

The Community Services Branch is specifically responsible for managing, delivering, improving and implementing change in a range of community services to ensure quality outcomes for the City. The area is responsible for planning for and providing children's services, including child care, parenting services and family support activities, immunisation, maternal and child health services, services to people with disabilities and aged care

services. The Branch works to ensure accessibility to all community members. It is also responsible for managing the contract for the Medical Officer of Health.

## **2.1 MetroAccess Project Officer - Background Information**

The City of Melbourne and the Department of Human Services, Disability Services Division, share a commitment to increase participation and inclusion opportunities for people with disabilities.

The position will address participation and inclusion barriers that limit participation of people with disabilities within local communities.

Working in partnership with disability support services and the community a broad range of community building initiatives will be established. This will result in enhancing the range of support and resources in local communities.

Enhanced community participation opportunities will be achieved through the following:

- building increased potential for individual choice and decision making;
- greater emphasis and focus on early intervention and life transition strategies;
- an understanding of a community's enabling capacity;
- better integrated community support services
- more effective planning and coordination which includes people with disabilities and their families, disability support providers and local communities;
- increased capacity for equitable distribution of resources based on local planning which matches individual needs assessment
- Increased service planning and responsiveness.

## **3. ORGANISATIONAL RELATIONSHIP**

The MetroAccess Project Officer will:

- Participate in the Council's Performance Development Review framework - the Individual Performance Plan. This involves planning and agreeing work and skill development objectives, and reviewing and assessing achievements on a regular basis.
- Be supported and managed on a day to day basis by the Senior Social Planner Access and Inclusion to ensure co-ordination and strategic alignment of projects.
- Be managed and report to the Community Services Manager through scheduled meetings to plan and track attainment of goals in the Individual Performance Plan.

## **4. WORK FRAMEWORK**

The Metro Access Project Officer will play a pivotal role in local communities integrating a range of community building projects which will build and resource local community services, disability support providers and people with disabilities and their informal support networks. Critical outcomes will include individual empowerment and choice; resilient, manageable and meaningful family life; enabling communities that promote social cohesion and solidarity; coordinated and coherent local planning; effective and efficient use of local resources; more opportunities - better access to people, places and key community events and activities.

As the state capital of Victoria the work done by Melbourne City Council has statewide implications and impacts on a daily population of over 700,000 residents, visitors and workers. The position requires a person with significant expertise, highly developed skills and qualifications, and professional and personal experience with disability and access issues.

A proven history of project management is essential along with experience developing community-based initiatives that are outcome focused.

#### **4.1 Key Result Areas**

##### **Position Objectives**

- To mobilise and provide support for people with disabilities to enable participation and inclusion in the life of their local community.
- To improve access to information about relevant services and community activities available to people with disabilities in their communities.
- To assist in the promotion of the Melbourne Mobility Centre within the MetroAccess community building projects.
- To build and strengthen the community's capacity to provide support to people with disabilities and their families through a range of strategies which include coordinated planning, networking, community education, advocacy and project development.
- To work with disability support providers to enhance their capacity to provide relevant and appropriate supports in the community.
- To facilitate integrated local community planning and coordination which involves people with disabilities and their families, disability service providers and community organisations.
- To facilitate action on behalf of people with disabilities and their families to improve access to relevant mainstream and informal community supports.

##### **Key Roles**

The MetroAccess Project Officer will increase the range of opportunities available to people with disabilities in their communities through the following strategies:

- assistance for individuals and families to improve access to relevant services and supports both formal and informal;
- a more pro-active and predictive approach to transitional and life planning;
- enhancing the quality and range of disability support in local areas;
- the development of a framework for integrated and coordinated planning in local communities; and
- establishment of strategies for building stronger communities.

#### **4.2 Communication**

The MetroAccess Project Officer will be required to deal with a variety of internal and external parties on behalf of Council and Community Services Branch. The MetroAccess Project Officer will be expected to possess excellent communication skills.

##### **Internal**

- Staff across the Community Development Division
- Staff across Council

##### **External**

- Community members
- Service providers
- Business sector
- Disability Advisory Committee members
- Other government departments

#### **4.3 Responsibilities and Accountabilities**

##### **Duties:**

##### *Community Building*

- Identify and establish contact with key service providers in City of Melbourne communities.
- Convene/participate in, and develop a range of forums in City of Melbourne communities to facilitate collaborative approaches to local issues.

- Ensure communities are supported and resourced more effectively to address the needs of people with disabilities and their families.
- Develop and implement a range of projects which respond to needs and community priorities.
- Manage the delivery of a Community Grants program to support the annual delivery of International Day of Persons with Disabilities 2008-2011

#### *Individual Empowerment and Choice*

- Develop a process/protocols for making and receiving client contact.
- Facilitate/coordinate access to a broad range of support services/opportunities in Melbourne communities.
- Establish links with a range of key community stake-holders with a view to advocating on behalf of people with disabilities.
- Assist people with disabilities and their families to plan and coordinate effective and relevant support which will better meet their needs and aspirations.

#### *Service Enhancement*

- Identify current examples of best practice in disability support which enhance community participation and involvement.
- Raise awareness of strategies for more effective collaboration and partnership between disability service providers and their communities.
- Assist/encourage disability support services to engage in City of Melbourne community planning strategies.

#### *Planning*

- Assist the Melbourne community to develop a strategic approach for the inclusion of people with disabilities.
- Consult with people with disabilities and their families, disability service providers and community organisations in order to identify community needs and service gaps.

#### *Information*

- Identify and co-ordinate current information strategies and sources of information at state, regional and local levels.
- Assist in the development of community information services which address community needs.
- Develop/coordinate a range of community education strategies to raise awareness of the needs of people with disabilities and their families.

### **Occupational Health & Safety**

Staff will comply with all OHS policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

### **4.4 Decision Making**

The MetroAccess Project Officer role requires innovative and creative thinking, assessment of complex issues and the development and implementation of community engagement and involvement processes.

There is a requirement that the MetroAccess Project Officer will understand and contribute to the strategic focus and direction of disability and access strategies and will have the ability to analyse, interpret and prepare reports and briefings on a range of applicable matters.

A high level of systematic problem solving is required for decision making along with excellent communication skills.

### **4.5 Complexity**

The MetroAccess Project Officer will be expected to understand the complexity and strategic planning imperatives inherent in the goals of Council's Disability Action Plan and Community Services Group.

There is an expectation that there will be proactive contribution and input into the development of planning, and/or policies and operating procedures across Council.

#### **4.6 Selection Criteria**

##### ***Essential***

- Tertiary Qualifications in social sciences and health such as Social Work, Welfare Studies, Disability Studies, Community Development and Recreation.
- Demonstrated experience working with people with disabilities.
- Demonstrated high level performance in written and verbal communication and ability to completed reports and briefings in a timely manner.
- A commitment to participant empowerment and involvement in planning and decision making.
- An understanding of community development theory and practice; principles of community inclusion and participation and community planning strategies.
- Excellent project management skills.
- Excellent knowledge of the disability service system.
- Understanding of State and Local Government initiatives which impact on people with disabilities and their families.
- Ability to develop and work in partnership with key stakeholders in local communities.
- Personal attributes of flexibility, energy and a commitment to innovation and creativity.

##### ***Desirable***

- Experience in working with disadvantaged groups and experience in training in community development.