

# Community Liaison Manager

## STATEMENT OF DUTIES

NOVEMBER 2018

Number	Generic
Portfolio	Schools and Early Years
Branch	Specified Learning Service
Section/Unit/School	N/A
Supervisor	Director Operations
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 7
Employment Conditions	Permanent or fixed-term, part-time or full time, up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Statewide

## Primary Purpose

Oversee Ministerial responses, in consultation with Ministerial and Legal Services teams, to ensure matters are responded to appropriately and in a timely manner. Provide high level advice and support across the Learning Service regarding the resolution of community related issues and emergency and operational matters as they arise, ensuring appropriate liaison with senior management as required.

## Level of Responsibility/Direction and Supervision

Responsible for providing high level recommendations and responses which support the effective and efficient delivery of operational services within the Learning Service, particularly in relation to ministerial, emergency, facility and community issues. The occupant is expected to interpret and work within the framework of departmental plans and policies to ensure consistent delivery across the Learning Service.

The occupant operates with considerable autonomy in day-to-day activities, receiving broad direction from the supervisor whilst also working with other Learning Service senior managers.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Coordinate and facilitate the preparation of complex correspondence requiring analysis, investigation and advice, including addressing and responding to ministerial enquiries.
2. Provide high level timely advice, coordination and support across the Learning Service in the resolution of issues involving community related queries.
3. Provide high level advice and support in relation to Learning Services Operations, including emergency matters, bush fire readiness, weather events and facility related matters.
4. Develop collaborative relationships with schools, colleges, Child and family centres and the wider community in relation to community issues, including ensuring that sensitive matters and negotiations are dealt with effectively.
5. Provide high level advice, recommendations and support in relevant policy areas, as required.
6. Work with key internal stakeholders related to emergency management and preparedness including representing the Learning Service at workshops or forums.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
8. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. Demonstrated knowledge of community related issues, together with an understanding of the process around ministerial representations.
2. Highly developed written and verbal communication skills, including negotiation and conflict resolution skills, together with the ability to develop and maintain supportive and effective relationships, effectively liaise with stakeholders at all levels and to work collaboratively as part of a team.
3. High level strategic, conceptual, analytical and innovative skills and the ability to develop and make sound judgements and recommendations.
4. Demonstrated knowledge and understanding of policies, plans and procedures related to emergency management and preparedness or the ability to acquire.
5. Proven skills of flexibility, adaptability, initiative and innovation as well as a high degree of self-management and able to work within given timeframes to ensure outcomes are achieved.
6. Demonstrated ability to work effectively as part of a state-wide leadership group and lead consultative and participative decision making to contribute to the achievement of organisational outcomes.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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### **Essential**

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

### **Desirable**

- A current driver's licence

## Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is

known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:** 965250 – Director Human Resources – March 2018

Request: 19058

Date Duties and Selection Criteria Last Reviewed: 03/18 KLT, 11/18 DRL/CD

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