

Position:	Community Engagement Facilitator (Permanent Part Time – 0.8)
Agreement:	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
Award Classification:	Band 6
Division:	Community Support
Unit:	Communications and Community Engagement
Date Reviewed:	October 2025
Approved By:	General Manager
Current Incumbent:	Vacant

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

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POSITION OBJECTIVES

Council's Communications and Community Engagement team is responsible for leading the development and implementation of best practice communications and community engagement processes, policies, and strategies. Playing a pivotal role in the support and management of positive relationships with our community, the Community Engagement Facilitator leads the delivery of meaningful, authentic and responsive community engagement activities.

- Work with project teams to plan, deliver and evaluate community engagement in accordance with the objectives of Council.
- Provide strategic advice on the development of significant or complex engagement plans and activities consistent with Council's Community Engagement Policy.
- Assist to embed community engagement best practice across the organisation through the provision of training, resources and advice.

ORGANISATIONAL RELATIONSHIPS

Reports to: Coordinator Communications and Community Engagement

Supervises: N/A

Internal Relationships: All employees and Councillors

External Relationships: Residents, community groups, customers, visitors, community representatives, community committees, businesses located in the Surf Coast shire, Government departments and professional associations.

KEY RESPONSIBILITIES

- Community engagement advice and coordination - specific advice and support is provided in accordance with Council objectives and within agreed timeframes.
- Provide specialist advice and support in the practice of community engagement.
- Work with staff to design and implement targeted and effective community engagement, ensuring community engagement plans are developed and implemented in line with Council's Community Engagement Policy.
- Document community engagement plans in collaboration with project teams.
- Support staff to select and use appropriate engagement methods, including survey design, workshop facilitation, etc. – ensuring Council staff are empowered to implement effective community engagement programs.
- Research, develop and promote effective community engagement tools and templates.
- Support the ongoing management of Council's online engagement hub.
- Assess community engagement learning needs and initiate appropriate training opportunities.
- Stay up to date with emerging trends and best practice in the field of community engagement.

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Support Council's community engagement approach, including adhering to relevant requirements under the Local Government Act 2020.
- Accountable for the delivery of projects within agreed outcomes and in accordance with expected timelines.

JUDGEMENT AND DECISION MAKING

- Ability to prioritise workload according to the objectives outlined in the Communications and Community Engagement Strategy and other relevant strategic documents.
- Exercise sound judgment in the development delivery of community engagement projects.
- Show initiative and innovation.
- Organise and manage personal workload in accordance with management direction and Council objectives.

OUR APPROACH

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SPECIALIST SKILLS AND KNOWLEDGE

- Ability to plan and deliver community engagement processes.
- Understanding of facilitated learning, evaluation and cultural change.
- Knowledge of community development principles.
- Ability to apply an equity and inclusion lens to community engagement processes.
- Demonstrated ability to engage with people within local communities.
- Knowledge of the differentiation of State, Federal and Local Government responsibilities and processes and how these relate to communities.

MANAGEMENT SKILLS

- Project management skills.
- Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.
- Ability to work under pressure and meet deadlines.
- Excellent organisational skills, including experience in the organisation of community engagement forums, meetings, workshops, etc.

INTERPERSONAL SKILLS

- Well-developed oral and written communication skills with the ability to prepare reports and liaise with community group members.
- Exceptional inter-personal skills, including the ability to establish rapport with diverse internal and external stakeholders and to manage potential conflict.
- Engagement planning and delivery skills, including facilitation experience.
- Ability to liaise with both internal and external clients.
- Flexibility and willingness to display teamwork.
- Ability to work without supervision.

KEY SELECTION CRITERIA

Qualifications and experience

- Relevant professional/tertiary qualifications (e.g. social science, community development) and/or equivalent experience.
- Demonstrated experience in developing and implementing strategic engagement strategies in a community or government organisation.
- Experience in online engagement platforms.
- Strong skill in survey design and writing.
- This role will require occasional work outside regular office hours and the ability to facilitate community-based engagement sessions.

Desirable qualifications and experience

- Experience in local government

Other requirements

- Current Victorian driver's licence.
- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC).. All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Staff are expected to have and maintain a commitment to child safety, equity, inclusion and cultural safety.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.