Position Description

Community Welfare Services Support Officer (Maternity Relief)

Applications close:
5:00pm Friday 4th of December

Document No: WSC-HR-PD-WSC0019 179692
Version: 3.0
Published: March 2026

Position title

Community Welfare Services Support Officer

Position number

WSC0019

Department

Community Services

Classification

Level 3 or 4 dependent on experience, *Queensland Local Government Industry (Stream A) Award 2017* and Winton Shire Council Enterprise Bargain Agreement 2023 as varied.

Terms of employment

Maternity Relief Full-Time 5 months fixed term

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:
The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:
The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:
The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:
Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:
Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:
This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:
Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Community Welfare Manager

Supervision of:

No supervision applicable

Internal Liaisons

Administration, Corporate and Community Services and Works Department.

External liaisons

Winton Shire Community at large and visitors to Winton as required.

Position objectives

This position is responsible for:

- Providing efficient and reliable customer service and administrative services primarily within (but not limited to) the relevant facilities reception area; and
- Provide general office administrative support services; and
- Within the context of the position specifications, provide relevant support to the Neighbourhood Centre team on an as need's basis.

Organisational commitment

Corporate
All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information
All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement
All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety
All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28. Workers and any other person includes Council employees as well as contractors, sub-contractions, labour hire workers, trainees, apprentices, work experience students, volunteers and visitors. Workers and any "Other Person" who enters Council workplace must apply the WHS Duty of reasonable care.

Reasonable care

This includes:

- Taking reasonable care for his or her own health and safety
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by an authorised officer of Council to allow the person to comply with a WHS requirement
- Cooperating with any reasonable policy or procedure of Council relating to health or safety at the workplace.

Worker Responsibilities include:

1. Attending and participating in pre-start meetings as required, to identify any potential WHS issues and implementing control options to eliminate or minimise any risks before commencing work.
2. Inspecting plant and equipment before using it to ensure that it is safe for use.
3. Reporting any defective or damaged plant, tools and equipment to the Supervisor as required.
4. Taking personal responsibility for the safety of themselves and others that may be affected by work conducted by themselves as a worker of Council.
5. Complying with any Policies or Procedures and complying with any work directions and/or instructions that are provided.
6. Monitoring and assessing WHS hazards and risks while conducting any work, and reporting any issues to the relevant supervisor as required.
7. Consulting with the supervisor and WHS Safety Representative for their designated work group on any safety issues as required.
8. Monitoring the safety conduct if co-workers including Contractors and reporting any concerns immediately to the contractor or the Supervisor.
9. Stopping work and notifying the Supervisor if there is imminent risk of injury

Qualifications/Licences/Tickets required

The following qualifications and licences are required:

MANDATORY

- Clear Australian Federal Police Check.
- Positive Working with Children Blue Card.
- Hold and maintain a "C" Class drivers licence.

Additional requirements and working conditions

- Internal training for specific areas relating to the position is required.

- Attendance at relevant Seminars/Workshops in relation to the position is required.
- Abnormal and intermittent working hours are a requirement of this job.
- Travel within the region is required and access to a vehicle for work relation purposes will be provided.
- Well developed organisational skills, including the ability to maintain accurate records and manage multiple administrative tasks concurrently.
- Ability to work independently with minimal supervision, while following established procedures and detailed instructions.

Statement of key responsibilities and duties

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities of the position are:

Reception duties and general office/administrative support functions as directed by senior staff. This includes, but not limited to:

- Collaborate effectively as a member of the Community Services Department to consistently deliver high-quality customer service.
- Provide guidance on marketing and promotional initiatives.
- Attend relevant events, meetings, workshops, seminars, and training sessions as instructed.
- Assist clients through reception duties, including processing payments and managing accountability for monetary transactions.
- Proactively manage office supplies, including ordering photocopy paper, toner, stationery, cleaning products, and occasional catering supplies for events, such as tea, coffee, and milk.
- Execute photocopying, laminating, binding, and filing of routine office documents and records.
- Organise bookings for meetings, and other events, including boardroom, training venue & consultation room, reservations, and complete accounts for these bookings.
- Prepare agendas and take minutes.
- Maintain the information display in the Neighbourhood Centre, ensuring that all information is current and accessible.
- Manage the key register and the vehicle maintenance and service register.
- Assist customers with gym memberships.
- Ensure all tasks are executed in accordance with the standards outlined in the employment terms and conditions established by Winton Shire Council, particularly as detailed in your performance agreement.
- Stay informed about any necessary training requirements associated with the role.
- Participate in the ongoing enhancement of the Council's policies and procedures.
- Uphold the confidentiality of all Council operations.
- Perform any additional duties assigned by senior staff that are pertinent to the position and within the officer's capabilities.

Key selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

Selection criteria 1

Basic knowledge or experience undertaking routine activities of administration. This includes the adoption and management of appropriate filing systems, booking and scheduling skills and general office management;

Selection criteria 2

Ability to work effectively within a team environment. This includes the possession of excellent interpersonal, written and oral communication skills with the ability to interact effectively and tactfully with people from diverse backgrounds.

Selection criteria 3

Demonstrated ability to maintain a high level of diplomacy and confidentiality including sound initiative and judgement when assisting with and managing sensitive situations and issues.

Selection criteria 4

The ability to establish work priorities and meet deadlines including sound understanding and commitment to equal opportunity and workplace, health and safety principles and practices.

Selection criteria 5

Demonstrated ability to undertake straight forward operation of mainstream office equipment and office technology, including data input, scheduling and basic word-processing.

Other relevant information

- The selected applicant may be required to undertake a pre-employment medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position.
- The selected applicant will be subject to a criminal background check by Council.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- Whilst employment is in the position described in this document it is understood that employment is with Winton Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I, _____

accept the position of **Community Welfare Services Support Officer** with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature: _____ **Date** _____

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in **"How to Apply for the Position" below.**

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**
- **Response to the Selection Criteria**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.