



2024 014 Karen Liaison and Customer Service Officer

Thank you for your interest in applying for the position of Karen Liaison and Customer Service Officer with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Benefits of working with Hindmarsh Shire Council;
- Employment details;
- Position Description;
- Key selection criteria; and
- Application form (online)

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au

For further information about the position or duties involved, please contact Petra Croot, Acting Director Corporate and Community Services on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.

Privacy Statement

We will handle any personal information you provide in your application in accordance with the *Privacy and Data Protection Act 2014*. Our privacy policy contains information about how you may access your personal information and seek correction of such information; as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. For more information, please see our [Privacy Policy](#) or contact our team on (03) 5391 4444. Your personal information will not be disclosed to any other party unless Council is required to do so by law, has gained your consent to do so or an information privacy principle exemption applies.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



POSITION DESCRIPTION

The filling of this position is intended to constitute a special/equal opportunity measure under Section 12 of the *Equal Opportunity Act 2010* (Vic). The position is only open to applicants with Karen language skills.

1. POSITION IDENTIFICATION:

- Position:** Karen Liaison and Customer Service Officer
- Department:** Corporate & Community
- Starting Point/Location:** The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 4 per the Hindmarsh Shire Council Enterprise Agreement
- Employment Type:** Part Time

2. CURRENCY:

- | | | |
|----------------------------------|----------------|---------------------------|
| Current Version | 1.0 | Approved: |
| Name of Occupant: | Vacant | |
| Signature: | _____ | Date _____ |
| Prepared By: | Shelley Gersch | Date 11 April 2024 |
| Acting Director Approved: | Petra Croot | Date 11 April 2024 |
| H.R. Approved: | Shelley Gersch | Date 11 April 2024 |
| CEO Approved: | Monica Revell | Date 11 April 2024 |
| Current Version Number: | 1.0 | |
| Version History: | 1.0 | |



**Employment Details for the Position of:
Karen Liaison and Customer Service Officer**

<u>Status:</u>	Permanent Part Time (2 days per week/16 hours per week)
<u>Location:</u>	The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.
<u>Classification:</u>	Band 4 in accordance with the Hindmarsh Shire Council Enterprise Agreement.
<u>Salary:</u>	\$33.68 per hour, plus Superannuation
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Hours:</u>	Hours of work are 8:30am to 5:00pm, with a 30 minute lunch break, Wednesday and Thursday.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Annual Leave:</u>	Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
<u>Sick Leave:</u>	Twelve (12) days sick leave (pro rata) per annum.
<u>Long Service Leave:</u>	Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Security Check:</u>	It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.



3. POSITION OBJECTIVES:

BACKGROUND INFORMATION:

In Hindmarsh Shire Council, there is a significant and growing Karen population living in and contributing to community life. According to 2021 Census data, 213 people (8.9%) indicated they spoke Karen at home, compared to the state-wide number of 13,181 (0.1%) speaking Karen at home. After English, this is the highest language spoken at home in Hindmarsh Shire Council.

POSITION OBJECTIVES:

The objective of this position is to increase the level of access and connection for residents and visitors from a Karen background to the Hindmarsh Shire Council services, staff, and information.

The objectives of the position are to:

- Deliver Karen interpreting and translating services.
- Develop and maintain networks and relationships with the Karen community and local support agencies.
- Work with the local Karen community to identify information and support needs when accessing Council services and responding to settlement issues.
- Introduce Karen community members to Council staff and services that can help respond to their requests for information and support.
- Assist Karen residents including refugees to address settlement barriers linked to accessing Council services.

4. KEY RESPONSIBILITY AREAS:

The Karen Liaison Officer has the following Key Responsibility Areas:

- Deliver interpreting and/or translation services to assist the Karen community access Council services.
- Provide advice to Council staff and Karen community members about priority issues and the best ways to access Council support services and other community services as required.
- In conjunction with the relevant department assist in running information sessions for the Karen community about the Council's role, information provision, and access to services by the Karen community.
- Carry out other duties that are within the limits of the employee's skill, ability, competence and training, and the requirements of the role as may be directed from time to time by more senior staff.
- Responsible for creating full and accurate records of activities and decisions for reporting and auditing purposes, whilst observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisation's operations.
- Provide assistance to community members in person and over the phone.



ORGANISATIONAL RELATIONSHIPS:

Reports to: Coordinator Libraries and Customer Service
Supervises: Nil
Internal Contacts: All Staff including CEO, Directors and Managers
External Contacts: Community Members, Department agencies

5. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety;
- Notify their Manager of their inability to carry out any physical task that is outside their capability;
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;
- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- Complete Accident, Hazard and Near Miss Reports in a timely manner;
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety;
- Use protective equipment or clothing provided by Council at all required times;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

6. RISK MANAGEMENT:

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors;
- Take all reasonable action to protect Council assets from damage and or loss;
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

7. RECORDS MANAGEMENT

- Responsible for following Council records management processes and principles as contained within Council policies and procedures;
- Responsible for creating full and accurate records of activities and decisions relating to Council business; and



- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various Acts and regulations.

8. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide accurate information to clients and information and support to more senior employees as required.
- Responsible for supervising resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.

9. JUDGEMENT AND DECISION MAKING:

- Guidance and advice are always available from the Customer Services Team Leader or their superior within the time available to make a choice.
- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.

10. SPECIALIST KNOWLEDGE AND SKILLS:

- Ability to translate Karen to English and English to Karen both written and verbal.
- An understanding of the relevant technology, procedures, and processes.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment.
- Ability to use a computer and a variety of software applications.

11. MANAGEMENT SKILLS:

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Necessitate skills in managing time and planning and organising one's own work.



12. INTER-PERSONAL SKILLS:

- Sound oral and written communication skills.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.

13. QUALIFICATIONS AND EXPERIENCE:

- Relevant qualifications in Interpreting and/or Translating Experience in working with the local Karen community including in the area of settlement.
- Experience working with organisations that support and/or provide services to the Karen community.

14. EQUAL OPPORTUNITY:

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

15. PRIVACY AND CONFIDENTIALITY:

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the *Privacy Act* (Cth), the *Privacy and Data Protection Act* (Vic), the *Health Records Act* (Vic) and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Council for any purpose other than the discharge of official duties.

16. KEY SELECTION CRITERIA:

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria:

- Relevant experience in Karen-English Interpreting and/or Translating.
- Effective team player, along with the ability to work cooperatively and positively in a sensitive and confidential local government environment.
- Strong interpersonal and communication skills including to ability contact and develop relationships with the Karen community.



- Good verbal and written communication skills with the ability to record accurate notes and prepare information reports and participate in reviews as required.
- Ability to use a computer and a variety of software applications or ability to learn.
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.

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