



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION DESCRIPTION

**ISAAC
REGION**

HELPING TO ENERGISE THE WORLD

POSITION DESCRIPTION



POSITION TITLE	Program Leader Social Impact	CLASSIFICATION	Level Six (6)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Engaged Communities	REPORTS TO	Manager Engaged Communities
POSITION NO.	65,514.00	LAST REVIEW DATE	April 2025

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering Council's primary community and customer facing services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... Building communities through engagement, trust, innovation and value.

C. DEPARTMENT & POSITION SUMMARY:

Engaged Communities is one of five (5) departments making up the PECS Directorate and is responsible for leading Council's functions across our primary interfaces with communities, through our network of Community Hubs and our community development and engagement programs. The purpose of Engaged Communities Department is to deliver excellence in how communities relate to, engage and do business with Council, through a network of purpose-built and integrated Community Hubs that deliver first-point-

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of-contact customer services, transactions, cultural and library services, as well as contemporary relationship building and engagement practice, events and community development programs which are highly attuned to the needs and aspirations of Isaac communities. Engaged Communities is a dynamic and versatile department that embraces the core Council values of Community Focus, Teamwork, Caring and Positive Work Ethic. All members of the Engaged Communities work fluidly across the internal streams to create seamless collaborative outputs that prioritise community, customer service and program delivery.

The Program Leader Social Impact provides leadership in the delivery of Council's social planning outcomes, collaborating with all Engaged Communities functional streams, other PECS departments and the broader organisation to consider holistic consideration of social issues and achieve desired social outcomes in the Isaac region through delivery of services, projects and initiatives.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Support a holistic approach to Council's planning, policy and community development by conveying knowledge and understanding of social trends, programs and policies.
2. Participate in working groups and contribute to Council's responses to Terms of Reference, Environmental Impact Statements, Impact Assessment Reports, Social Impact Assessments and other materials arising from major development in the region.
3. Develop, periodically review and evaluate social infrastructure plans and other social development plans, policies, strategies and submissions.
4. Coordinate the implementation of Council's Social Sustainability and Climate Change Response policy frameworks in collaboration with relevant Council Officers and departments.
5. Work collaboratively across all PECS Departments and the broader organisation providing specialist advice to ensure that social and community planning issues are widely understood and inform key planning documents as appropriate.
6. Conduct needs analysis based on multiple definitions of need to identify gaps in service provision to inform Council's forward planning for works and services.
7. Monitor and analyse social trends and report potential impacts on Isaac communities at the local level.
8. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally.
9. Research, effectively collaborate to develop and evaluate place-based holistic community plans which align with communities' unique needs and aspirations and deliver positive outcomes for people's material living standards, health, social infrastructure access, community connectedness and participation.
10. Conduct Social Impact Assessments for major Council projects and develop Social Impact Management Plans inclusive of both enhancement and mitigation management measures for identified impacts.
11. Design and administer regional Customer Satisfaction and Quality of Life Surveys, extract and analyse data at the subregional level and prepare reports for Council.

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12. Deliver engaged operational leadership to the Engaged Communities Grants Officer which includes instilling the importance of Council's values, cultural leadership framework and the PECS Noble purpose.
13. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence, and training.

E. KEY COMPETENCIES

Knowledge and skills

Essential

1. Demonstrated knowledge and understanding of Social Impact Assessment (SIA) and the development of Social Impact Management Plans (SIMPs).
2. Demonstrated understanding of social infrastructure planning and needs analysis.
3. Understanding of policy development in public sector context.
4. Strong critical thinking skills with the ability to analyse complex problems, evaluate data, identify key issues, interpret information and approach challenges from different perspectives to make informed recommendations.
5. Advanced technical skills in the delivery of social planning and community development initiatives.
6. Demonstrated skills in managing diverse program workloads and achieving performance targets for allocated workloads and projects.
7. Demonstrated skills in exercising judgement and problem solving on matters of a complex nature within a social/community planning context.
8. Advanced skills in the delivery of high-quality written communication materials such as reports, briefing materials, correspondence and publications for internal and external stakeholders.
9. Demonstrated skills in the delivery of high-quality verbal communications, negotiation and conflict resolution practice, building positive working relationships with internal and external stakeholders.
10. Demonstrated knowledge and skills in the use of Microsoft Office suite and records management systems to deliver services in a public sector environment.

Experience

1. Experience in delivery of social/community planning and development responsibilities in a local government context highly regarded.

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.

Desirable:

1. Tertiary qualifications in social sciences, community development, social planning, urban and regional planning (with relevant social planning subjects) or other relevant field highly desirable.

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F. PHYSICAL DEMAND CATEGORY

- ☒ Sedentary Work
☐ Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
☐ Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
☐ Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- ☒ Depth Perception ☒ Colour Discrimination ☒ Peripheral Vision ☒ Hearing (Avg)

Specific Actions Required:

This job may include:

Standing/Walking	Sitting	Driving
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional
<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs
<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs
<input type="checkbox"/> 6 - 8 Hrs	<input checked="" type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs

Work Environment:

Attribute:	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions:

- ☒ Simple Grasping ☐ Fine Manipulation ☐ Pushing & Pulling ☒ Finger Dexterity ☐ Foot Movement

This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- ☐ Plant operation with maximum seat rating of 120kgs

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority, and know and comply with any authority/obligation that comes with their powers.



H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Take reasonable care for their own health and safety.
2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.
3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their Manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments 'Take an Isaac Instant'.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle.

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, Management Directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance

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of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Isaac Regional 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.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		