

Position Description

Position Title: Coordinator Community Safety and Ranger Services
Classification: Level 6
Agreement: The Shire of Broome Inside Staff Enterprise Agreement
Department: Health, Emergency and Rangers
Location: Administrative Centre
Date reviewed: June 2021
Approved by: Manager Environmental Health, Emergency and Rangers

Commitment to the Shire



Our Values We live by Broome's PEARLS.

These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

- P** **Proactive**, forward thinking, open-minded and innovative.
- E** **for Everyone**; inclusive and welcoming of all people.
- A** **Accountable**, transparent and ethical.
- R** **Respectful** of everyone and everything.
- L** **Listening** to people's needs and ideas; community focused.
- S** **Sustainable**, aiming to meet present needs without compromising the ability for future generations to meet their needs.

Shire of Broome Aspirations:

People – We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.

Place – We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.

Prosperity – Together, we will build a strong, diversified and growing economy with work opportunities for everyone.

Performance - We will deliver excellent governance, service and value, for everyone.

Position Purposes and Objectives

To supervise and coordinate Community Safety and Ranger Services to provide a highly efficient quality service to Shire of Broome residents and visitors.

Position Key Responsibilities and Duties

Corporate / Organisational:

- Supervise the work of other staff and ensure performance and annual reviews are completed on time and within the code of conduct and other internal policy.
- Develop an operational performance system inclusive of the monitoring of workflows and generate statistical reports on Ranger activities for the Manager Environmental Health, Emergency & Rangers, Executive and Council as directed.
- Review and update internal policy and procedures.
- Develop and coordinate projects and programs, set project priorities, plan and organise own and sectional work.
- Carry out assessment, investigations and reporting to Manager of Health, Emergency & Rangers regarding Ranger Services.
- Ensure relevant systems are updated and utilised effectively.
- Ensure that plant and equipment as provided is maintained in good working condition, suitable for the purpose for which it is to be used.
- Lead and contribute to a positive team environment.
- Research and write reports and deliver presentations for consideration by Management and Council.
- Develop, coordinate and review operational plans relating to area of responsibility including:
 1. Ranger operational service plans;
 2. Workforce plans;
 3. Financial Plans; and
 4. Plant & Equipment Management Plans.
- Manage finances for reporting staff and assigned projects, including preparation of budget and managing any tenders.
- Manage operational and strategic risks.

Customer Interface

- To coordinate daily functions of the Rangers team, to deliver exceptional internal and external customer service in accordance to regulatory requirements and the Shire's Customer Service Charter.
- Manage reports, files and complaints submitted by staff and general public, ensuring such complaints are investigated and resolved in an efficient and effective manner.
- Liaise with other Shire Departments in relation to matters pertaining to Ranger Services.
- Provide Council and the public with an effective and accurate decision making and advice on local law enforcement matters.
- Attend to front counter and telephone customer enquiries.

- Provide a high level of internal and external customer service and comply with the Shire's customer service standards and core values.

Ranger Duties

- Provide professional advice and assistance on Ranger matters and maintain effective communication to other Council divisions, the public, developers, State Government departments and consultants, and effectively supervise Ranger Services generally.
- Set rosters and allocate daily tasks for the Ranger team.
- Generate educational material and assist with the generation of press releases to ensure community members and visitors are informed of relevant policy and legislative requirements.
- Liaise effectively with relevant court, tribunal, legal counsel where appropriate.
- Coordinate, oversee and manage the Security Services Contract for the Shire of Broome.
- Coordinate, oversee and manage the Beach Lifeguard Services Contract for the Shire of Broome.
- Review CCTV footage as required to assist in carrying out the day to day Community Safety and Ranger Service functions.
- Coordinate, assist and carry out the following functions:
 - Animal Control
 - Parking and Vehicles
 - Litter
 - Emergency Management
 - Bush Fire Control
 - General Law Enforcement relating to community safety and Ranger Services
 - Camping
 - Trading in Public Places

General Duties

- Process Trading Licenses for approval and ensure operation of traders is compliant with legislation and policy.
- Ensure efficient processing of enforcement actions and infringements pertaining to relevant legislation and local laws on matters in accordance with delegated authority and make recommendations as necessary.
- Perform security patrols of Council facilities as and when required.
- Generate reports, provide advice for Committee and Council meetings as required.
- Assist the Manager Environmental Health, Emergency & Rangers in the development of policy, procedure and systems.
- Perform appropriate administrative duties.
- Undertake Emergency Management duties as required from time to time.
- Attend BFAC and LEMC meetings as required.
- Other duties as directed.

Roster/Employment Conditions

- The Shire may be unable to grant leave during peak periods due to the operational requirements of this role.
- Some after hours and weekend work may be required.

Organisational Responsibilities

Human Resource Management

- When required relieve positions within the department during periods of absences.
- Provide leadership to and manage the development of staff according to both personnel and organisational requirements.
- Assess the team's competencies and ensure skill bases meet requirement for achieving strategic and service delivery plans.
- Ensure Annual Performance Reviews are completed on time and within the bounds of Shire Performance Review Policy.
- Oversee the recruitment and selection process in conjunction with management and Human Resources.

Occupational Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at OSH Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Organisational:

- Contributes to the achievements of the Directorate generally.
- Participate and Contribute to Technical Advisory Groups and Other Shire committees.
- To undertake special projects within skill base and qualifications when required.
- Undertake Corporate Business Plan reporting as required.

Organisational Relationship/Context

Reports to:	Manager Environmental Health, Emergency & Rangers
Supervises:	Rangers x 4 Security Services Contract Beach Lifeguard Services Contract (or staff)
Internal Contacts:	Development and Community Staff Chief Executive Officer Councillors All other Staff as required
External Contacts:	Public and Ratepayers Other Local Governments Local Community groups Emergency Services Agencies Western Australian Government Departments (e.g. DBCA) Fire and Emergency Services Authority State Emergency Service Volunteer Marine Rescue RSPCA Emergency Management Services Police Service Local Emergency Management Committee Local Emergency Volunteers and Paid Staff
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually