

POSITION DESCRIPTION

Position title	Engagement Advisor - Quality Water for Wannon
Section	Community and Corporate Services
Employment type	Fixed Term – Full Time
Classification	Band 6
Location	Warrnambool
Date Approved	March 2025
Approving Officer	Program Manager Quality Water for Wannon

POSITION OBJECTIVES

The Quality Water for Wannon Program is a \$52.2 million dollar project which is jointly funded by the Australian Government, through the National Water Grid Fund, and Wannon Water.

Delivered by Wannon Water, on behalf of its customers and the Victorian Government, the program will construct new water treatment infrastructure to improve the aesthetic water quality in the Victorian towns of Portland, Heywood and Port Fairy

Whilst all three towns have a safe and reliable water supply, its saltiness and mineral content sees a high percentage of these communities seeking alternative drinking options. It is anticipated that improving water treatment infrastructure will see a wide range of benefits – including:

- Improved public health outcomes – reduced obesity and related disease burden, improved dental health outcomes, reduced hospitalisations.
- Waste reduction (bottled water) and related environmental benefits.
- Reductions to the cost of living for the community and those travelling to the region.
- Cost savings for local trade-exposed industries and enhance potential for commercial development, tourism and community reputation.

Essential to the success of the program, Wannon Water are delivering a behaviour change program within the Portland, Heywood and Port Fairy communities. Partnership with these communities will be essential to the overall success of the project – facilitating a transition to use the upgraded reticulated water supply and aid the realisation of anticipated benefits within the communities.

An evaluation of the Quality Water for Wannon program will measure the effectiveness of the overall program in delivering the anticipated benefits. This evaluation will be important in sharing the learnings from this unique program with the wider Australian water and health sectors.

The Quality Water for Wannon Engagement Advisor will support the Quality Water for Wannon program by bringing engagement and project management skills to lead the

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development and implementation of a behaviour change program, project evaluation plan and engagement program.

KEY RESPONSIBILITIES & DUTIES

The Quality Water for Wannon Engagement Advisor role will support the Quality Water for Wannon team by:

- Supporting the reporting to the steering committee, board and funding bodies.
- Budgeting as it relates to engagement, behaviour change and evaluation for the program.
- Participating in wider forums and networks.
- Identifying and developing innovative partnerships and opportunities relating to the project.
- Support the delivery of the procurement plan as it relates to engagement, behaviour change and community partnerships.
- At times, work outside usual business hours to meet the needs of our customers and community members.
- At times, act as Program Manager during periods of leave.

Quality Water for Wannon Engagement Program

- Support the Quality Water for Wannon Program Manager to plan and lead the delivery of the Quality Water for Wannon Engagement Strategy.
- Consistent with our Engagement Framework, design and deliver targeted engagement activities in local communities to capture feedback relating to the program.
- Engage with local community members about the project as needed.
- Oversee the development and delivery of the stakeholder reference group/s for the program.
- Procure and coordinate external engagement contractors and other resources, as appropriate.
- With the Communications and Engagement team, produce professional, accurate and accessible information materials to inform customers about the program and support engagement activities.
- Measure and report on engagement data and insights in a timely manner.

Quality Water for Wannon behaviour change program

- Coordinate and oversee the design and delivery of a best practice behaviour change program in each of the three communities to support the realisation of the benefits anticipated in the business case.
- Align the behaviour change strategy approach and timing with the infrastructure delivery and engagement strategy.
- Partner and collaborate with relevant stakeholders (including local agencies, health promotion organisations etc) in delivering the behaviour change program.

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Quality Water for Wannon project evaluation plan

- Lead the preparation and coordination of an independent evaluation to assess the effectiveness of all aspects of the program including the behaviour change program, capital delivery, economic and environmental impacts and benefits.
- Identify and appropriately share interim program learnings throughout the whole project.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Program Manager Quality Water for Wannon
Responsible for	N/A
External Liaison	Key stakeholder's consultants and contractors as appropriate

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position will support the program from its inception to conclusion. The Quality Water for Wannon Engagement Advisor will define and coordinate the engagement activities in line with best practice principles and standards.

The activities of the Quality Water for Wannon Engagement Advisor will be governed by established objectives and budgets with regular reporting to the Program Manager Quality Water for Wannon.

This position is required to use their own initiative to achieve the projects key responsibilities and deliverables.

JUDGEMENT AND DECISION MAKING

This position may:

- Make judgements and decisions in accordance with Wannon Water policy and industry best practice procedures.
- Make decisions for priority of own works beyond any given priorities.
- Use own judgement in dealing with both internal and external contacts.

Guidance and advice is available with a supportive network around the role.

SPECIALIST SKILLS & KNOWLEDGE

- Experience in designing, planning and implementing engagement programs, activities and community education sessions.
- Experience in project and contract management.
- Experience in behaviour change program design and implementation.
- Experience in the development and monitoring of program evaluations.
- Experience in developing and maintaining positive community partnerships
- Ability to apply theoretical and practical communications and engagement tools to maintain and enhance corporate reputation.

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- Strong skills in writing, facilitating and presenting to a diverse range of audiences, including communication of Wannon Water's services and long-term objectives.
- Data analysis and ability to identify insights regarding customer and community sentiment.
- Training or experience in International Association of Public Participation (IAP2), Partnership Brokers Association or other recognised community/stakeholder/partnership engagement programs.
- Highly developed IT skills.
- Experience in event coordination and management.

MANAGEMENT SKILLS

This position is expected to be able to self-motivate, set priorities, plan and organise one's own work.

The position may at times require that the person work on their own, relying on their own resources and work in teams. Emphasis must be given to achieving the right result within an agreed timetable.

INTERPERSONAL SKILLS

- Commitment to the principles of best practice community engagement.
- Ability to communicate proactively, confidently and effectively with customers, community members, government departments and other stakeholders.
- Ability to liaise with employees at all levels to form productive relationships and to resolve challenges.
- Excellent listening skills with the ability to demonstrate understanding and empathy.
- Ability to evaluate a situation, resolve specialist problems and exercise discretion at all times.
- A positive can-do attitude with the ability to work effectively in a team environment and guide others in community engagement matters.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in community engagement, community development, education or related field, or substantial relevant experience in the field preferred.
- Experience in a relevant area of work with a demonstrated history of success.
- Experience in liaising with water and health industry stakeholders, local government, environmental groups, first nations communities, local community groups and special interest bodies.
- Experience in implementing community engagement and stakeholder relations programs, including training delivery consistent with best practice.
- Training with the International Association of Public Participation (IAP2) preferred.

A valid Australian drivers licence is required.

A Working With Children's Check is required on commencement (paid by Wannon Water).

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INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

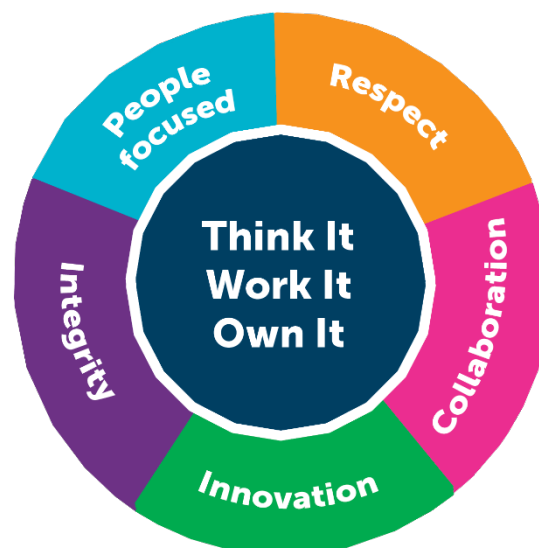
Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:



We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

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Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Minimum Employment Period

All successful applicants will be subject to six-month minimum employment period as per the Fair Work Act 2009

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

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Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____