

Position Title:	Community Recovery Rebuild Support Officer
Team:	Community & Engagement
Division:	Corporate & Community Services
Reporting To:	Principal Community Development & Advocacy
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	5

THE ROLE

The Community Recovery Rebuild Support Officer, reporting to Principal Community Development and Advocacy, will work collaboratively with the Recovery and Resilience Team, Council's Building and Planning Services, and Communications team to support disaster-impacted residents in their long-term recovery and rebuilding journey.

This role will provide direct assistance to households, ensuring they have timely access to clear information, practical support, and case management to navigate rebuilding and recovery pathways. A key focus of the position will be identifying communication gaps and barriers, and supporting Council to deliver consistent, transparent, and accessible information about rebuilding processes, approvals, and available supports.

KEY OUTCOMES

- Council's building and planning services are supported by providing practical and technical information for event-impacted residents through individualised and wholistic case management.
- Barriers to communication in the region are identified. and strategies identified s for improving communication and engagement, including education activities to help residents understand rebuilding and planning processes, and recovery and resilience projects specifically related to language, culture and methods used to communicate.
- Council better understands and responds to the needs of impacted residents by highlighting barriers and opportunities for improved service delivery.
- Households receive the information required to make informed decisions regarding reconstruction, supporting residents to restore their homes to a safe and habitable condition through tailored assistance and service referrals.
- Support is provided to the community seeking information around grants and funding to do with Community Recovery and Resilience, both individuals and community organisations
- A key stakeholder list of organisations and individuals who require assistance, and who are able to assist, in the Human and Social Recovery and Resilience of the Cassowary Coast region is developed and maintained.

KEY ACCOUNTABILITIES

- Provide tailored support and case management to disaster-impacted households, ensuring they have the information and guidance needed to navigate rebuilding, recovery, and referral pathways.
- Plan, develop, and deliver innovative communication and engagement activities, ensuring residents and stakeholders receive consistent, transparent, and accessible information about rebuilding processes, Council approvals, recovery and resilience projects and events, and available supports.
- Work with Council's building, planning, and resilience teams to provide practical and technical information to impacted residents, and ensure recovery responses are coordinated, transparent, and effective.
- Plan, develop, and deliver innovative communication and engagement activities, ensuring residents and stakeholders receive consistent, transparent, and accessible information about rebuilding processes, Council approvals, and available supports.
- Identify barriers and lessons learned during recovery efforts and contribute to strategies that strengthen Council's capacity and community resilience for future disaster events.
- Support the development of key messages, FAQs, media responses, and internal communications; assist with writing, editing, and reviewing materials across web, social media, and promotional platforms; liaise with stakeholders to identify emerging issues and risks that may impact recovery and engagement outcomes.
- Operate in alignment with the National Disaster Recovery Principles and Queensland Recovery Plan Guidelines.
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Provide case management and support to disaster-impacted households.
- Assist residents to understand rebuilding processes and Council approvals.
- Share information on available grants, funding, and recovery supports.
- Plan and deliver communication and engagement activities for recovery.
- Prepare content for web, social media, FAQs, and community materials.
- Maintain accurate records, reports, and stakeholder databases.
- Work with Council teams to deliver coordinated recovery responses.
- Build relationships with community groups, service providers, and agencies.
- Identify and report emerging risks, barriers, and service gaps.
- Contribute to continuous improvement of recovery systems and processes.

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Grow our Own, Work Smarter, Be Courageous, Accountable to our Community and Make it Better) and Code of Conduct in all interactions with internal and external stakeholders.
- Models integrity, accountability, and ethical behaviour in all work practices.
- Takes ownership for obligations in Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-Discrimination, Recordkeeping, Risk, and Privacy.
- Plans, organises, and prioritises tasks and resources to achieve recovery, communication, and engagement objectives.
- Understands and applies funding and grant processes; assists residents and Council in preparing accurate applications and acquittals.
- Works towards achieving team and organisational goals, delivering high-quality outcomes within very strict and set timeframes.

- Acts with initiative, identifies opportunities for innovation, and contributes to improved systems and processes.
- Responds flexibly to change, remains resilient under pressure, and adjusts to evolving recovery needs and community priorities.
- Demonstrates a strong commitment to ongoing personal and professional development.

SELECTION CRITERIA

Essential:

- Relevant tertiary or vocational qualifications (e.g., Community Development, Social Work, Project/Program Management, Communications) or demonstrated equivalent experience.
- Experience in disaster recovery, community development, case management, or planning/engagement programs.
- Experience developing and delivering clear, accessible communication and engagement strategies for diverse audiences, including residents, stakeholders, and service providers.
- Ability to manage and prioritise tasks, including supporting grants/funding applications, acquittals, and recovery program administration.
- Proven ability to work collaboratively across internal teams and with external stakeholders to deliver coordinated and effective outcomes.
- Strong interpersonal skills, ethical behaviour, initiative, adaptability, and commitment to continuous improvement and professional development.
- Understanding of relevant legislation, policies, and procedures, including planning, building, WHS, privacy, and recovery-related regulations.
- Knowledge of the Australian Institute of Disaster Resilience (AIDR) Recovery Plans, the QLD Recovery Plan and the National Monitoring and Evaluation Framework for Disaster Recovery Programs.
- Current Queensland C Class driver's licence

Desirable:

- A strong knowledge of either building planning approvals, disaster recovery frameworks or community resilience communications and engagement initiatives.
- Demonstrated experience in a similar environment with local, state or federal government or government business
- Experience using digital engagement platforms, stakeholder databases, or case management systems.
- Skills in preparing written communication materials, web content, social media, or promotional collateral.
- Knowledge of the Cassowary Coast landscape in regards to disaster recovery and resilience
- Knowledge of or experience in navigating state or federal funding streams, light case management, assisting clients to achieve outcomes
- Acquittals and financial reporting for grants
- Ability to monitor, report, and evaluate program outcomes to inform continuous improvement.
- Understanding of and sensitivity to cultural diversity and trauma-informed approaches in community recovery contexts.
- Project management qualifications

