



APPRENTICE PLUMBER
EMPLOYMENT AND LIFESTYLE
INFORMATION PACKAGE

Leading the way



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ABOUT

The Hinchinbrook Shire Council Employment and Lifestyle Information Package 2020 highlights Council's commitment to assisting employees to achieve a satisfying work/life balance by outlining a range of work, lifestyle, and livability benefits available to employees of the Hinchinbrook Shire Council.

The Employment and Lifestyle Information Package is reviewed annually and is current at the time of publication.

A scenic photograph of a woman sitting on a large, grey rock in the foreground, looking towards a waterfall. The woman is seen from the back, wearing a wide-brimmed straw hat and a two-piece bikini with a floral pattern on the top and a solid blue bottom. She is barefoot. The waterfall is cascading over dark, layered rocks in the background. The water at the base of the waterfall is a vibrant turquoise color, reflecting the sunlight. The surrounding area is lush with green foliage, including some branches with leaves in the upper left corner. The overall atmosphere is peaceful and scenic, suggesting a natural park or wilderness area.

Live the Hinchinbrook Way



ABOUT THE POSITION

APPRENTICE PLUMBER

The Primary Responsibility of this Position is to complete a Certificate III in Plumbing whilst gaining practical Plumbing experience with Hinchinbrook Shire council. The incumbent will be expected to work in a team environment and complete work to the extent of their skills competence and training to carry out plumbing, labouring and other services to all users of Water and Sewerage through the Hinchinbrook Shire.

The Position also has secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Department and/or other business operation areas of Council, as may be directed within the employee's scope of skills and capabilities.

VACANCY REFERENCE

12181

STATUS

4 Year Apprenticeship Full Time

HOURS

76 per fortnight

CLASSIFICATION

BT1 (% of tradesman rates in line with Apprenticeship)

SALARY

\$21,211 per annum (commencing salary)

ALLOWANCES

Trade, District and Construction

LEAVE

Five (5) weeks annual leave per annum
Three (3) weeks personal leave per annum

APPLICATION CLOSING DATE

Midnight Wednesday 30 September 2020



Council is an Equal Opportunity Employer and applies merit-based selection techniques. Merit is gauged by how well you satisfy the selection criteria listed in the Position Description and is described as the relationship between the qualities required to do the job and the qualities that applicants bring to the job.

The following information is provided to assist you during the selection process.

SELECTION PROCESS

Positions are filled in accordance with suitability for the position, the relative merits of the candidates and relevant legislative requirements. Merit and suitability are assessed through a selection process that comprises the written application, the applicant's performance at interview, any assessment tools that are utilised and referee reports.

YOUR APPLICATION

Job applications need to be clear and concise as this is the first step in demonstrating your relevant knowledge, skills, qualifications and experience.

Your application should provide information that demonstrates your knowledge and skills against each of the essential and desirable requirements of the position, as well as the key selection criteria.

SELECTION CRITERIA

The selection criteria represent the minimum level of knowledge and skills that individuals will need to satisfactorily perform the duties of the position.

You must answer each criterion (on page 6 and 7 of the position description) in your application, providing relevant examples to demonstrate your ability or potential to meet the requirements.

Applications are rated against your answers to the selection criteria to short-list candidates for interview and then select the most suitable and meritorious applicant from the field of candidates interviewed.

Should you require any guidance in addressing the selection criteria you are encouraged to contact Human Resources on 4776 4782 for the necessary assistance.

FORMAT OF YOUR APPLICATION

You should include a short covering letter that introduces yourself and details the reasons that you are applying for the position.

You should include a current resume, that covers your your employment history in reverse chronological order, starting with your current or most recent employment. Any information relating to your educational qualifications, including training and certification, should be included.

REFEREES

Details of at least two referees should be included with your resume. It is desirable for at least one referee to have been a supervisor or manager from your past employment.

PRE EMPLOYMENT TESTING

Recommended candidates may be required to undertake pre employment assessments including Drug and Alcohol Screening, Criminal History Check and Medical Assessment. Please note that people with criminal records are not automatically disqualified from applying for this position, each application will be considered on its merits.

SUBMITTING YOUR APPLICATION

Applications can be submitted online via Councils website, or emailed to:

applications@hinchinbrook.qld.gov.au

For further information please contact Human Resources on 4776 4767.





OUR VISION, MISSION AND VALUES

OUR *Mission*

Our Council mission is to shape a positive future for the Hinchinbrook community by understanding community needs and wants, building on our inherent strengths, recognising and maximising opportunities and facing our challenges head on. To do this Council will wisely prioritise the use of our resources and deliver meaningful services. We will celebrate small town living and continue to be inspired by our natural environment. We will value our heritage and embrace the future as a can do, inclusive and resilient community. Our Council will be an active participant in shaping a prosperous future for Hinchinbrook. Council will work together with our community groups, organisations, individuals and other levels of government to deliver a flourishing community that is an exemplar of modern Northern Australian tropical living.

OUR *Vision*

Hinchinbrook Shire – Small Town Northern Australia – Tropical Living at its Best

Our vision for Hinchinbrook Shire is to position our community as offering the best whole of life, birth to active aged living, small town, Northern Australian, tropical lifestyle experience. We want Hinchinbrook to be known for offering a wonderful lifestyle, in one convenient, culturally diverse, prosperous and incredibly beautiful location.

OUR *Values*

EXCEPTIONAL CUSTOMER SERVICE – We strive to deliver excellence in Customer Service to both external and internal customers

INTEGRITY AND LEADERSHIP – We will lead our community with integrity and vision. We will embrace change, foster innovation, and be honest and transparent at all times.

VALUE PEOPLE – We value our Community, our Stakeholders and our Employees, we will treat all persons with fairness and respect.

BEST PRACTICE – We will always strive to do our best, to be industry leaders and to look for opportunities to improve where possible.

WE WILL DELIVER – We will be practical, focussed, and effective in our delivery of services and programs for the community.





ORGANISATIONAL STRUCTURE

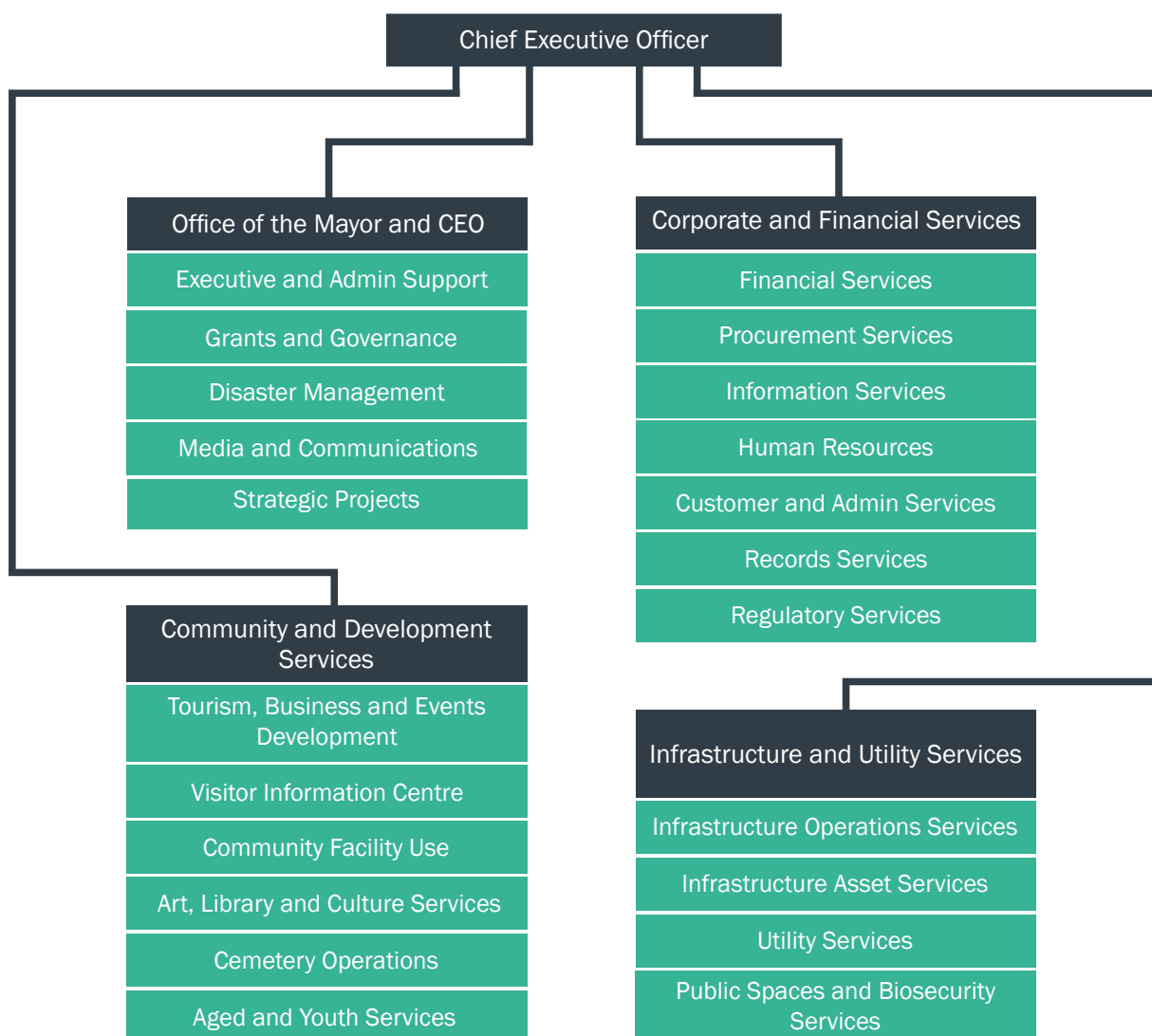


A MESSAGE FROM THE CEO

ALAN RAYMENT

Our Council mission is to shape a positive future for the Hinchinbrook community by understanding community needs and wants, building on our inherent strengths, recognising and maximising opportunities and facing our challenges head on.

To do this Council will wisely prioritise the use of our resources and deliver meaningful services. We celebrate small town living and continue to be inspired by our natural environment.

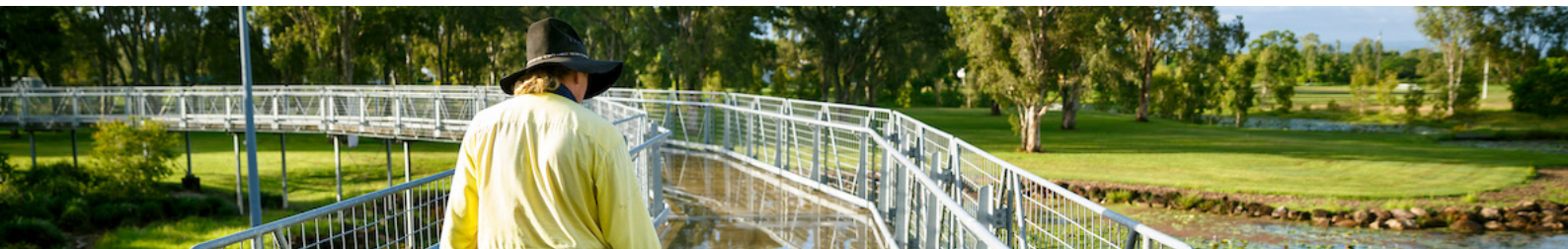


WHY WORK AT COUNCIL?

Council offers its employees a balance of rewarding roles, career development opportunities, a commitment to providing a healthy and safe work environment and has a values driven culture. There are job opportunities for people who like working outdoors to create a better environment, jobs working with people of different ages and cultural backgrounds and jobs planning services that will shape the community in the future.

All employees work towards making our community, a place in which we want to live, work, learn, play and invest. Council's values underpin the strong driven culture which is critical to providing a high level of service to our community.

Council recognises that employees want a workplace where they have the opportunity to use and develop their skills and receive recognition for their contribution. Council also recognises that employees also have a range of personal responsibilities in addition to their work obligations. Council is committed to assisting employees to achieve a satisfying work/life balance and has developed a range of policies and support services to achieve this goal.



PRISTINE LOCATION

Magnificent landscapes, pristine beaches and nature in all its glory make the Hinchinbrook Shire an idealic location to work and live.

ENTERPRISE AGREEMENT

Where stated, the provisions of Councils Enterprise Agreement apply to employment with Council, affording employees with a number of entitlements and benefits.

SUPERANNUATION

Council offer attractive superannuation packages for all employees of Council, making contributions on an employees behalf of up to 12.5% of the employee's ordinary time earnings.

LEAVE ENTITLEMENTS

In accordance with Councils Enterprise Agreement, employees are entitled to various types of leave including Annual Leave, Long Service Leave, Parental Leave, and Personal Leave.

EMPLOYEE ASSISTANCE

A confidential employee assistance program is made available to all Council employees free of charge, to assist staff with any work related or personal issues.

PROFESSIONAL DEVELOPMENT

Council is committed to the career development of its employees, and is active in identifying and supporting opportunities for employees to develop upwards within the organisation.

EQUAL OPPORTUNITY EMPLOYMENT

Council is proud to be an equal opportunity employer, with a selection process that aims to ensure that selections for appointment are fair, equitable and merit-based and are made without discrimination.

FLEXIBILITY

Family friendly and flexible working arrangements may be available to employees, including the provision of Rostered Days Off (RDO) where applicable.

HEALTHY LIFESTYLE INITIATIVES

Council provides employees support to access programs such as flu vaccines, skin checks and discounted private health insurance options.

SALARY SACRIFICE

Employees of Council can access salary sacrifice options that include novated leases and additional superannuation.

STUDY ASSISTANCE

Council offers employees study assistance programs for identified career development.



HINCHINBROOK SHIRE AT A GLANCE

Hinchinbrook Shire – Small Town Northern Australia – Tropical Living at its Best. Our vision for Hinchinbrook Shire is to position our community as offering the best whole of life, birth to active aged living, small town, Northern Australian, tropical lifestyle experience. We want Hinchinbrook to be known for offering a wonderful lifestyle, in one convenient, culturally diverse, prosperous and incredibly beautiful location.



***Median age**
50



Average Temperature
18.8°C - 27.8°C



Rateable Properties
6,619



***Population**
10,879



Local Government Area
2,810km²



***Families**
2,959

Statistics from the Australian Bureau of Statistics, 2016 Census Data.





Just over an hour's drive north of Townsville, Hinchinbrook is your gateway to the stunning wet tropics. The Shire is encompassed by ancient tropical rainforest, rugged tropical islands and the Great Barrier Reef.

Hinchinbrook is the home of Australia's highest single drop waterfall, Wallaman Falls and the departure point for the iconic wild Hinchinbrook Island.

Discover Ingham's exciting eclectic mix of boutique shops. Sample the diversity of gourmet local produce. Taste the flavours of Italy in local delicatessens. Broaden your horizon and immerse yourself in stories crafted over millennia. Feel the magic of tropical rainforests, wilderness beaches and thundering waterfalls. Catch a wild barramundi under the gaze of rugged mist-bound mountain peaks.

For every adventurer, family, foodie, culture vulture, angler, nature lover and history buff; the Hinchinbrook Way has an experience you've been looking for.

With Ingham at its centre, the Shire is a place where generations of culture are all weaved into one incredible story: **The Hinchinbrook Way.**



HINCHINBROOK FLAVOURS

With the freshest daily seafood and Italian inspired delicatessens you will be delighted with the rich flavours of Hinchinbrook.

Italian Food

Immerse yourself in the aromas of Ingham's Italian inspired delicatessens and stock up your pantry with the very best local produce and imported Italian delicacies.

Local Seafood

Local fishmongers and seafood cafe's take incredible pride in sourcing locally sustainably caught seafood; presenting the freshest delights from the Coral Sea.



THE ANGLERS MECCA

Getting out on the water is the ultimate way to experience the diversity of Hinchinbrook's iconic fishing amongst picture postcard scenery.

Within a one hour radius of Ingham the full spectrum of world class recreational fishing opportunities are on offer, including beach fishing off the pristine Hinchinbrook coastline, wharf fishing from Lucinda and Dungeness, sweet-water fishing in the rugged Herbert River Gorge, Barramundi fishing in the tranquil waters of the Hinchinbrook Channel, or classic open water fishing on the Great Barrier Reef.

A single line thrown casually from a secluded beach, a few from a tinny in a tranquil sheltered creek, or get adventurous and discover the wide open waters of the Coral Sea. Barramundi, Mangrove Jack, Coral Trout, Red Emperor and Mud Crabs... the rewards are bountiful!



THE WORLD'S MOST ACCESSIBLE WILDERNESS

The great Herbert River Valley, bordered by majestic mountain ranges, pristine coastline and remote tropical islands. A lush diversity of tropical rainforests housing giant waterfalls and swimming holes, wetlands teeming with wildlife and river systems that ebb and flow as spectacularly as the seasons; all showcasing nature at its best.

DISCOVER MORE AT [HINCHINBROOKWAY.COM.AU](https://hinchinbrookway.com.au)



PUBLIC SPACES AND FACILITIES

Hinchinbrook Shire Council operates or maintains a broad range of public facilities and open spaces, including:

- 49 Parks / Open Spaces
- 2 Public Halls
- Conference Centre
- 2 Shire Libraries
- 2 Active Cemeteries
- Visitor Information Centre
- 1 Regional Art Gallery
- Aquatic Centre
- Marine / Boating Facilities



COMMUNITY SERVICES

There is a broad range of community services available throughout the Hinchinbrook Shire, including a selection of private and public primary and secondary schools, public hospital and medical practices, and aged care facilities:

- Public regional hospital
- 3 Aged Care Facilities
- Disability Support Centre
- 17 Schools
- Dental Practices
- Medical Centres
- Early Learning Centres
- Private Health Centres
- Health & Fitness Centres

| POSITION IDENTIFICATION | |
|-------------------------|--|
| Position Title | Apprentice Plumber |
| Status | Fixed Term Full-Time (4-year Full time Apprenticeship) |
| Hours of Work | 76 per fortnight |
| Position Number | 1218 |
| Contract of Employment | Award |
| Certified Agreement | Hinchinbrook Shire Council Certified Agreement 2017 |
| Award | Queensland Local Government Industry (Stream C) Award – State 2017 |
| Classification | BT1 (% of tradesman rates in line with Apprenticeship) |
| Directorate | Infrastructure and Utility Services |
| Department | Utility Services |
| Position Summary | <p>The Primary Responsibility of this Position is to complete a Certificate III in Plumbing whilst gaining practical Plumbing experience with Hinchinbrook Shire council. The incumbent will be expected to work in a team environment and complete work to the extent of their skills competence and training to carry out plumbing, labouring and other services to all users of Water and Sewerage through the Hinchinbrook Shire.</p> <p>The Position also has secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Department and/or other business operation areas of Council, as may be directed within the employee's scope of skills and capabilities.</p> |

| ORGANISATIONAL RELATIONSHIPS | |
|------------------------------|--|
| Reports to | Water and Sewerage Works Team Leader |
| Directly Liaises | Utility Services |
| Key Internal Relationships | All Council employees |
| Key External Relationships | The public, Government departments and key regional stakeholders |

About the Hinchinbrook Shire Council – Our Mission

Our Council mission is to shape a positive future for the Hinchinbrook community by understanding community needs and wants, building on our inherent strengths, recognising and maximising opportunities and facing our challenges head on. To do this Council will wisely prioritise the use of our resources and deliver meaningful services. We will celebrate small town living and continue to be inspired by our natural environment. We will value our heritage and embrace the future as a can do, inclusive and resilient community. Our Council will be an active participant in shaping a prosperous future for Hinchinbrook.

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Position Support

Corporate Website - hinchinbrook.qld.gov.au

The Hinchinbrook Shire Council website is an important tool to communicate of important information and Council related activities to the public.

Staff Intranet - hinchinbrook.qld.gov.au/employee

The Hinchinbrook Shire Council Staff Intranet is a central location where documents such as policies, procedures, forms and templates can be found in addition to department specific information.

Grapevine Newsletter

The Grapevine is Hinchinbrook Shire Council's staff newsletter, a place to share important information that is happening within Council.

Stakeholders

All relevant communications mediums and portals.

Mandatory Legislative Responsibilities as a Council Employee

Local Government Act 2009

"13 Responsibilities of local government employees

1. All employees of a Local Government have the same responsibilities, but the Chief Executive Officer has some extra responsibilities.
2. All employees have the following responsibilities:
 - a. implementing the policies and priorities of the local government in a way that promotes:
 - (i) the effective, efficient and economical management of public resources;
 - (ii) excellence in service delivery; and
 - (iii) continual improvement.
 - b. carrying out their duties in a way that ensures the local government:
 - (i) discharges its responsibilities under this Act;
 - (ii) complies with all laws that apply to local governments; and
 - (iii) achieves its Corporate Plan.
 - c. providing sound and impartial advice to the local government;
 - d. carrying out their duties impartially and with integrity;
 - e. ensuring the employee's personal conduct does not reflect adversely on the reputation of the local government;
 - f. improving all aspects of the employee's work performance;
 - g. observing all laws relating to their employment;
 - h. observing the ethics principles under the *Public Sector Ethics Act 1994*, section 4; and
 - i. complying with a code of conduct under the *Public Sector Ethics Act 1994*."

Other Legislation

Industrial Relations Act 2016 as amended from time to time plus all other applicable Commonwealth and Queensland Government Legislation.



Employee Attitudinal Standards

Teamwork

- Participate in team-based activities and suggest improvements to team activities;
- Respect, encourage, and support other team members;
- Contribute willingly to team activities; and
- Accept decisions, even those with which you disagree.

Customer Service

- Response times are to be within the response standards identified in the Customer Service Charter;
- Treat both internal and external customers with courtesy and respect;
- Work according to agreed customer service standards within Council; and
- Contribute towards setting customer service standards within your team.

Communication

- Clearly and with respect for others, express opinions, ideas, and information to Supervisors and colleagues;
- Speak in a manner that suits the audience; and
- Actively listen.

Quality

- Work according to agreed quality standards within Council and your team;
- Contribute towards setting quality standards within your team;
- Monitor your work and identify opportunities for improving quality;
- Suggest improvements through the customer request system and/or relevant Committees; and
- Monitor implementation of strategies for improving quality and take necessary corrective action.

Environment

- Work according to agreed environmental standards within your team;
- Contribute towards setting environmental standards within your team;
- Monitor your work for opportunities to reduce adverse impacts on the environment;
- Report incidents and suggest improvements through the customer request system;
- Implement strategies for reducing adverse impacts on the environment; and
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.

Efficiency

- Undertake tasks in an efficient and timely manner;
- Suggest improvements through the customer request system and/or relevant committees;
- Analyse and improve efficiency in the workplace; and
- Monitor implementation of strategies for improving quality and take necessary corrective action.

Position Primary Responsibilities and Outcomes

Financial Accountability

- In accordance with Council's Financial Delegations.

Accountability

- The incumbent will be required to have the ability and commitment to complete a Certificate III in Plumbing;
- The incumbent will be required to maintain a record of training such as a record training book;
- The incumbent will be required to attend Block training at TAFE as required throughout the apprenticeship;
- Apply innovation initiatives to maximise the benefits of change and contributes to the improvement in quality and efficiency of services. Support reporting employees in achieving their goals through the provision of guidance and quality assurance and develop plans and objectives for short-term tasks of the work area and contribute to strategic planning for longer-term initiatives of the section.

Independence and Decision-making

- Responsible for maintaining a well-developed understanding of relevant legislation and policy frameworks with a sound general knowledge of the role and functions of the Council and an understanding of how these relate to a specific work area;
- Work under regular guidance and discussing complex or difficult issues with other relevant staff;
- Assist in making decisions that may impact on the overall outcomes for the work area and its stakeholders. Decisions may have a minor effect externally within approved policy and operational parameters;
- Exercise judgement to assist in making decisions governed by the application of rules, regulations, best practice principles or Council's operating instructions and procedures;
- Eventually participate in a rostered call out program as required assisting on call staff; and
- Must be available to undertake callout work in emergency situations on occasion

Customer Stakeholder Management/Service Standard Delivery

- Liaise with internal and external stakeholders on policy, project or operational issues and respond to stakeholder needs and expectations;
- Develop, support and maintain internal and external relationships;
- The incumbent will be required to assist in the development and implementation of Service Delivery Standards relevant to the position.

Disaster Management

- Be reasonable available in the event of a disaster to assist in the management of W&S treatment plants and pumping stations.



Position Secondary Responsibilities and Outcomes

Whilst every employee has their Primary Responsibilities and Outcomes, each employee also has obligations for Secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Function area and/or other business operation areas of Council, as may be directed within the employee's scope of skills and capabilities. This range of "Secondary Responsibilities" may occur at short notice due to unplanned operational needs of Council. Where planned assistance and support is required, as much notice as practically possible will be provided.

Key Performance Indicators – KPI's

1. Assessed compliance with mandatory responsibilities contained in the *Local Government Act 2009* Section 13 (2);
2. Assessed compliance with mandatory responsibilities contained in Council's Code of Conduct;
3. Assessed successful quality customer service delivery according to the Customer Service Charter;
4. Successful delivery of required work output meeting established service delivery standards of Water and Sewerage within established deadlines; and
5. Accurate completion of timesheets and delivery to the Team Leader within established timeframes.

Key Selection Criteria

1. Describe the actions you have taken to match the requirements of Section 13 (2) of the *Local Government Act 2009*;
2. Describe the actions you have taken to match the requirements of Council's Code of Conduct;
3. Sound interpersonal skills with the proven ability to build positive working relationships with peers and members of the public as required; and
4. Proven ability to successfully manage multiple demands within the required timeframe.

Key Selection Criteria – Skill Prerequisites – Knowledge Skills and Abilities Required

1. **Essential**
 - a. Demonstrated communication skills required for receiving technical instructions both written and verbal;
 - b. Basic word processing and data input/retrieval computer skills.
 - c. Ability to undertake and complete formal studies associated with the Apprenticeship;
 - d. Physically fit to undertake manual labouring/handling tasks;
 - e. Communication skills required for receiving technical instructions both written and verbal;
 - f. Current Queensland 'C' Class licence or equivalent;
 - g. Have appropriate immunization (Hepatitis A, B, Tetanus, or willing to receive immunization; and
 - h. General Construction Induction Card.
2. **Desirable**
 - a. Current Queensland 'MR' Class licence or equivalent.; and
 - b. Ability to work at heights (i.e. water towers).

Workplace Health and Safety

Responsible for working safely at all times to protect own WHS and that of any other person in the workplace. This will include:

- Strict adherence to Personal Protective Equipment (PPE) requirements as per the WHS Induction and/or Council requirements;
- Abiding by Council WHS Policies, Procedures and training at all times;
- Complying with instructions given for WHS;
- Reporting any personal injury, third party or vehicle incidents or damage to your Supervisor immediately;
- Never operating machinery, equipment or vehicles under the influence of alcohol and/or drugs;
- Not wilfully or recklessly interfering with or misusing anything provided for WHS;
- Not wilfully or recklessly placing at risk the WHS of himself/herself or others; and
- Reporting any WHS concerns and hazards to your direct Team Leader or Manager and/or the WHS Coordinator immediately.

Working Conditions and Physical Requirements

1. Physical Requirements
 - a. Outdoor based and will require the employee to carry out physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, lifting, working in confined spaces, working with live sewerage, working with hazardous chemicals and working at heights and depths and working in inclement weather.
2. Work Environment
 - a. Indoor and Outdoor.

Position Description Review

Position Descriptions cannot provide a definitive list of duties and responsibilities and as such these will vary from time to time. They will be reviewed at least annually involving consultation with the employee.

Approval of Position Description

(To be signed by the Manager/Department Director/Chief Executive Officer - as may be relevant)

I hereby acknowledge that I have reviewed and approved the contents of this Position Description.

| | | | |
|--------------|--|---------------|--|
| Manager Name | | Manager Title | |
| Signature | | Date | |



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☎ 4776 4600

✉ council@hinchinbrook.qld.gov.au

📘 HinchinbrookShireCouncil

Leading the way