

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Community Engagement Officer

Division: Water and River Murray

Classification Level: ASO5

Branch/Region/Unit: Water Infrastructure and Operations/Communications and Engagement

CHRIS Position Number: P02641, P07007, P09774, P31242, P31474

Reports to (Title): Manager, Communications and Engagement (WIO)

About the Agency – [Department for Environment and Water](#)

The Department for Environment and Water (DEW) is committed to providing a highly supportive work environment that values the participation and contribution of every employee in shaping the future of the department. DEW is a high performing organisation that encourages excellence, improvement and growth, at both an organisational and individual level.

DEW has a flexible approach to doing business and is committed to ensuring our people have flexibility around the number and scheduling of hours worked, as well as location. Everything we do is underpinned by our core values and consequently, we value and respect our people, encourage active participation and leadership, continuously seek to be better, and achieve results.

The Water and River Murray Division is responsible for heading efforts to achieve the Government of South Australia's priorities in relation to the use, management and conservation of the State's water resources. The Water Infrastructure and Operations Branch support this through the management, coordination and delivery of programs across South Australia, with a primary focus on the Murray-Darling Basin. The Branch is responsible for managing and advising on the sustainable delivery of River Murray water to the state. The Branch is also responsible for the development, construction, operation and maintenance of innovative water management infrastructure and other solutions to deliver enhanced environmental, social, cultural and economic outcomes for the South Australian River Murray, Eastern Mount Lofty Ranges, South East Drainage Network and Patawalonga Lake System.

About the Role

The Community Engagement Officer supports projects across the Water Infrastructure and Operations (WIO) Branch through the development and delivery of efficient and responsive communications and engagement activities, including:

- developing and implementing communications and engagement strategies, and evaluating outcomes to achieve project outcomes in line with best-practice community engagement principles
- creating appropriate and timely content for a range of digital and print-ready materials
- developing media and social media opportunities
- building and maintaining relationships with key project stakeholders
- event management.

Key Role Outcomes

- Community participation in projects is maximised through the development and

implementation of communications and engagement strategies, ensuring a collaborative approach and adequate consultation for projects.

- Expert communications and engagement advice and guidance is provided to internal staff, partner organisations, key stakeholder groups and community reference committees.
- The quality, integrity and accuracy of content provided to the community and stakeholders is monitored, maintained and implemented on time, within budget and to a high standard.
- Strategic and innovative practices are developed through proactive investigation and assessment of new communications and engagement trends and tools.
- Positive and engaging relationships with relevant communities are maintained and enhanced.

Essential Criteria (including qualifications)

- Proven high quality written and verbal communication skills, including planning, structuring, writing and editing communication products and key messages suitable for a variety of customers and stakeholders.
- Proven ability to manage workloads, negotiate and determine priorities and meet deadlines, often under limited supervision and direction.
- Experience in the design and production of tactics including e-news content, information sheets, newsletters, social media content and promotional materials.
- Proven ability to develop and maintain effective working relationships with a broad range of stakeholders to achieve required outcomes and deadlines.
- Ability to maintain an adaptable and collaborative approach, incorporating diverse perspectives and changes in direction while still maintaining a focus on priorities.
- Demonstrated understanding of the International Association for Public Participation community engagement principles and project management.

Desirable Criteria

- Experience working with Aboriginal Communities is highly desirable.
- Tertiary qualifications in community engagement, communications or a related field is desirable.
- Experience using content management systems, social media platforms and design software is desirable.

Key Relationships/Interactions

- Works collaboratively with members of the Water Infrastructure and Operations Branch and project delivery teams.
- Works collaboratively with staff across all Water and River Murray branches and wider DEW divisions.
- Liaises with a variety of external organisations, including industry, government departments and stakeholder groups.

Special Conditions

- May be required to work outside of the normal hours of work, including weekends.
- Inter and intrastate and remote area travel is required, including travel in light aircraft and

overnight absences.

- A current class 'C' driver's licence and willingness and ability to safely operate a 4WD is essential.
- May be required to participate in fire management or associated duties.
- A current First Aid Certificate is essential.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and acting strategically. 	<ul style="list-style-type: none"> • Can identify and articulate potential issues and implications
Achieves Results	<ul style="list-style-type: none"> • Assumes accountability 	<ul style="list-style-type: none"> • Shows initiative in moving projects forward and dealing with potential problems. • Willingly accepts responsibility for own work and team's business plan
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising performance • Facilitating quality and continuous improvement • Delivering effective outcomes 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve team and individual goals • Monitors and questions the effectiveness of existing practices within the team • Works with key stakeholders to problem solve over coming challenges and facilitate the achievement of outcomes • Develops and communicates clear and realistic goals / expected outcomes for projects and tasks.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Communicating and managing conflict • Establishing and maintaining networks 	<ul style="list-style-type: none"> • Presents technical information so it can be clearly understood by the audience and does not use jargon • Works well with others and is effective in collaborating with colleagues across the Agency • Respectfully interacts with people from diverse backgrounds, including Aboriginal communities
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying flexibility and resilience • Integrating diversity in the workplace 	<ul style="list-style-type: none"> • Is flexible in handling changing priorities • Adapts to new situations while maintaining achievement of outcomes • Relates well to a diverse range of people by being non-judgmental and unbiased in their dealings with others

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Original Date classified:	15/01/2020	Date reviewed:	29/07/2025
Class method/ Ref #:	Full / Comparison / #	Reviewed by HR:	MP - 11/8/2025