

# POSITION DESCRIPTION

## MANAGER COMMUNITY WELLBEING

<b>Position Number:</b>	61001
<b>Directorate:</b>	Community Services
<b>Department:</b>	Community Wellbeing
<b>Location:</b>	Golden Plains Civic Centre, 2 Pope Street Bannockburn
<b>Employment status:</b>	Permanent, full time
<b>Classification:</b>	Senior Executive Officer
<b>Date:</b>	May 2021

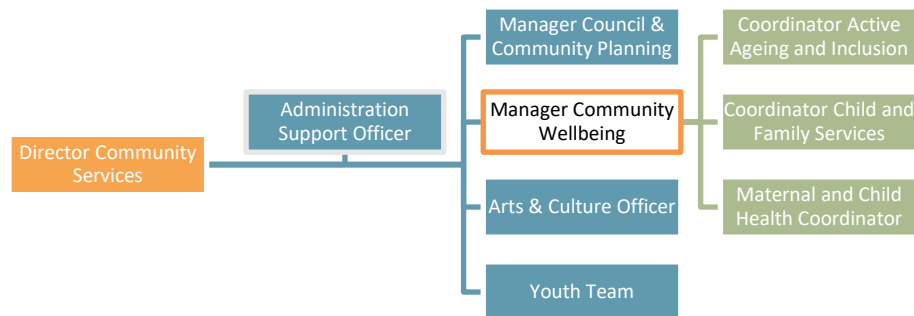
## POSITION OBJECTIVES

To ensure that Golden Plains Shire is a credible and effective partner in the provision of community services to residents.

This will be achieved through providing strategic direction and leadership for the planning and delivery of community services including:

- Active Ageing & Inclusion services, Child & Family services and community transport ensuring positive outcomes for clients and their families;
- Effectively and efficiently manage human, material and financial resources;
- Ensure compliance with all aspects of relevant legislation, Industry Standards and all other legal and contractual compliance requirements;
- Effectively manage Council's early years and aged services through service reviews and planning, community engagement, capacity building, quality service delivery and risk management;
- Identify and prepare proposals and undertake analysis to identify could provide service and facilities where unmet needs are identified;
- Participation in the Full Management Team to ensure successful implementation of the Council Plan strategies;
- Contribution to emergency management activities in the role as Deputy Recovery Manager; and
- Display exceptional leadership, develop a high performing team and contribute to a highly motivated organisational culture.

## ORGANISATIONAL RELATIONSHIPS



<b>Reports to:</b>	Director Community Services
<b>Directly Supervises:</b>	Coordinator Active Ageing & Inclusion, Coordinator Child & Family Services and Maternal & Child Health Coordinator.
<b>Internal Liaisons:</b>	Councillors, Chief Executive Officer, Directors, Managers and all Golden Plains Shire Council employees
<b>External Liaisons:</b>	Federal and State Government departments, statutory authorities, non-government agencies, community groups, members of the public, community service providers and industry bodies.

## KEY RESPONSIBILITIES AND DUTIES

### Duties of the Position

This is a key leadership role and therefore to operate successfully the person will be expected to:

- Inspire, motivate and provide leadership to their team
- Commit and contribute to organisational and team objectives
- Take responsibility for their own performance as well as the performance of people in their team and to oversee staff safety and development
- Think and act strategically; and manage corporate risk and budgets effectively
- Build and foster effective relationships with key stakeholders including families, service providers and government departments

### Service Management

Manage and lead the Community Wellbeing department to provide quality services.

This includes but is not limited to:

- Appropriately recognise and consider the needs of all residents in planning the delivery of community services
- Keep abreast of contemporary practice in the field of community service provision and implement improvements in keeping with local needs and priorities
- Developing, implementing and monitoring service standards
- Complying with legislation, regulation and any other externally imposed service standard
- Reviewing services in accordance with Council objectives and industry trends

- Seeking to provide the best value-for-money outcomes for community that resources allow
- Apply collaborative and partnership approaches as appropriate, to deliver, facilitate and or advocate for services that promote community wellbeing

## Strategy, Policy and Projects

Undertake strategic planning, project oversight and policy development in relation to the department's services by:

- Working with the community, Council and other levels of Government to develop appropriate responses to community needs
- Developing, implementing and monitoring plans
- Identifying medium to long-term opportunities and challenges and planning for them
- Overseeing and updating relevant policies
- Planning and delivering projects in accordance with Council's program management framework

## Business & Financial Management

- Manage and continuously improve the cost effective and efficient provision of Council's community services with a strong customer focus and in accordance with defined Council policies and government regulations and guidelines
- Develop an annual department budget
- Manage revenue and expenditure within the agreed budget
- Participate in all corporate planning and reporting activities
- Oversee tender, contract and lease processes related to the delivery of community services
- Manage risk, budget, resources and facilities associated with Community Wellbeing, including ensuring that relevant grants, funding and subsidies are applied for and properly acquitted

## People leadership

- Create and maintain a culture that supports high levels of staff engagement
- Provide guidance and direction to department staff through team and individual performance indicators
- Ensure formal appraisals of all staff in the department are conducted as per organisational policy
- Maintain an appropriate staffing structure for the department
- Support the development of department employees
- Lead regular departmental communication including meetings, email and verbal communication

## Organisational Leadership

Provide leadership in the workplace by:

- Aligning personal and department work and behaviours with the Council's Vision and Values
- Positively influencing teams and individuals
- Supporting the effective development and implementation of organisational policies and procedures
- Regularly participating in inter-department and cross-organisation activities
- Undertaking key emergency management roles as delegated

## Community Engagement

- Develop and implement community engagement strategies related to area of responsibility
- Liaise effectively with internal and external stakeholders.
- Engage relevant community, government and non-government organisations in issues affecting the Golden Plains Shire Community

## Communications, Coordination and Advice

- Facilitate the provision of advice and information on community service planning to Council, the Director, other Directorates and within networks at regional level
- Represent Council and act as a liaison as required at inter-governmental and other external forums
- Participate in and contribute to planning processes and other regional initiatives

## Emergency Management

- Act as the Deputy Municipal Recovery Manager and take an active part in the planning and implementation of relief and recovery activities prior to and in response to emergency events
- Participate as directed in training and education to maintain an up to date knowledge of emergency management responses
- Provide administration, logistics and specialist support and advice during CEO identified emergency events

## General Responsibilities

- Provide input into policy development and performance targets of the Department
- Act in accordance with Council's Customer Service Charter
- Ensure your Department delivers an excellent customer experience by developing an efficient, effective and customer focused approach
- Contribute to the development of the Department's objectives, as well as the corporate goals of Council
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature
- Provide support to other Council staff as required
- Other duties within the scope of the employee's skills, competence and training as directed.

## Corporate Responsibilities

- Promote excellence in customer service and in conjunction with your Coordinators, identify, review and implement strategies to improve service quality and efficiency
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets
- Comply with Council policies and procedures.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position manages resources and specialist units, and develops and interprets policy.

Freedom to act is governed by broad goals, policies, legislation and budgets with period reviews to ensure achievement of those goals.

Specifically the officer is directly accountable for clearly quantifiable outcomes and outputs that are the direct responsibility of the position, specifically:

- Manage controllable resources for specific projects, programs and the department to achieve defined business, service, developmental or operational objectives;
- Use the annual value of the resources allocated to and controlled by the position to achieve the objectives, typically reflected in expenditure and/or capital budgets;
- Provide leadership to a team of employees to achieve service, operational and project objectives;
- Bound by broad practice and policy guidelines and is subject to executive management direction. There is freedom to determine how to achieve end results. Achievements are generally measured against agreed targets and budgets;
- Substantially influences the allocation of resources, deploys employees independently and makes minor long term commitments where there are defined precedents;
- May make statements on behalf of the organisation in accordance with policy directives.

The methods may be suggested but seldom specified. Judgement is exercised within broad constraints and completed projects or programs are reviewed for general effectiveness.

The position is required to identify and prepare proposals on new initiatives and undertake analysis though final decisions are made at Director, Senior Management Team or Council level.

The Department is regarded as a major cost centre or organisational activity centre. The position is accountable for the program development, implementation, planning and negotiation of resources and is accountable for effectiveness.

## JUDGEMENT AND DECISION MAKING

The position involves policy development and problem solving. Methods, procedures and processes are less well defined and the manager leads their development and adaption. The work requires the incumbent to:

- Operate within an environment where there is a strong requirement to identify and define corporate issues or emerging issues of major community or professional concern. The position defines core business strategies for the implementation of major strategic change;
- Resolve unusual problems and develop and oversee the implementation of new programs. This requires the definition of appropriate organisation policies and business strategies, Council and organisational business plans and new business development initiatives;
- Undertake the identification of the environment and business challenges for current and future years and develop the organisational strategies to meet these challenges;
- Develop, implement and monitor major community programs.

In this position a variety of alternatives must be analysed before choices can be made. Problem resolution is structured by established management systems and budget parameters. Problem resolution is a frequent requirement, requiring consideration of many influences.

Work demands the conceptualisation, identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties/problems in the work environment, devising action plans and advancing new approaches.

The position recommends solutions or alternative courses of action.

## SPECIALIST SKILLS AND KNOWLEDGE

The position requires proficiency in the application of theoretical approaches in the search for solutions to new problems and opportunities which are outside the original field of specialisation. The nature of work demands highly specialised commercial, professional, technical, administrative or advanced managerial capability in order to:

- Provide professional opinions and plans that address and resolve complex professional issues for clients;
- Knowledge of critical issues in the development and delivery of the range of services to the community, and understand how to position the organisation to meet major challenges
- Investigate, analyse, balance competing interests and make informed decisions based on professional knowledge, previous experience and independent research
- Apply project management and contract management principles
- Develop strong relationships with key Government and non-government agencies, service providers and community stakeholders
- Manage a professional team engaged in a complex professional environment requiring the integration of a diverse set of skills and a multiplicity of resources.

## MANAGEMENT SKILLS

The officer manages a large workforce including tertiary qualified employees, employees with extensive experience and staff new to their roles

The position requires the ability to:

- Lead, inspire and manage the Community Wellbeing team to achieve outcomes identified in the Council Plan
- Ensure effective planning for the provision of high quality community services having regard for Council identified priorities and community needs
- Manage and continuously review and improve the cost effective and efficient provision of Council's community services with a strong customer focus and in accordance with defined Council policies and government regulations and guidelines
- Manage risk, budget, resources and facilities associated with the Community Wellbeing department, including ensuring that relevant grants and subsidies are applied for and properly acquitted
- Ensure that the necessary accreditation and legislative compliance is achieved for all services.

This position manages the integration of a diverse set of conditions. This includes a variety of client populations, multiple and diverse topics and issues, coverage across a wide set of disciplines/practices/processes and the need to gain the participation of the community and a network of stakeholders.

## INTERPERSONAL SKILLS

- Values driven leadership
- Curious, interested and capable in continuous improvement and learning
- Reliable and committed with a strong work ethic
- Systems thinker.

## RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

### Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the *Occupational Health and Safety Act 2004* and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others
- Participate in Occupational Health and Safety training
- Assist with audits of work procedures, equipment and workplaces
- Identify areas of improvement by contributing to the Safety System within the Department
- Contribute ideas and suggestions that promote safety awareness
- Be aware of emergency procedures and codes
- Report unsafe work practices, incidents, hazards and near misses
- Report unacceptable workplace behaviours such as harassment and bullying
- Promote and champion a culture of safety within the workplace.

### Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested;
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Framework and Systems;
- Report all hazards and incidents of which they become aware.

### Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities
- Comply with Council records management processes
- Keep accurate and complete records of business activities and decision making
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement.

This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation.

## Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

## Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the *Privacy and Data Protection Act 2014*, the *Health Records Act* and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties;
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.



## OTHER REQUIREMENTS

- The remuneration package contains payment for all other hours worked or attendances at meetings or functions outside the Council's usual office hours, being the reasonable additional hours required and agreed to by the Officer;
- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse;
- Employment is subject to a satisfactory six month probationary period;
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct and the Organisational Values of Pride, Respect, Integrity, Collaboration and Excellence;
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form;
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

## QUALIFICATIONS AND EXPERIENCE

The position requires:

- Tertiary qualifications in an area related to the planning and provision of a range of human services;
- Demonstrated experience in the management of staff and resources within an environment of diverse disciplines and multi-skilling;
- Current driver's licence.

## KEY SELECTION CRITERIA

1. Demonstrated strategic planning and policy development skills including the ability to provide sound advice on how to position the organisation to respond to changes in the broader policy environment.
2. Exceptional communication skills and report writing ability
3. An ability to motivate, lead and manage a diverse workforce to maximise their performance, development and engagement
4. A commitment to continuous improvement and experience in leading change
5. Demonstrated business management skills including financial management and contract or service agreement management.
6. Project management skills, including being able to demonstrate an ability to lead, manage, monitor and review multiple projects simultaneously.
7. Self-motivated, results oriented individual who seeks innovative solutions and is able to lead and collaborate with others

Police Check and Working with Children Check results that are suitable for this position (will be arranged by Golden Plains Council).

## APPROVAL

<b>Prepared By:</b>	Lisa Letic – Director Community Services
<b>Approved By:</b>	Eric Braslis – Chief Executive Officer
<b>Reviewed By (P&amp;C):</b>	Claire Tehan – Manager People & Culture
<b>Date:</b>	May 2021
<b>Employee Acceptance:</b> (name and signature)	
<b>Date:</b>	

### PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.