

School Crossing Supervisor

Position Description



Position number:

Classification: Band 1

EA: Moreland City Council Enterprise Agreement

Directorate: City Infrastructure

Branch: Amenity and Compliance

Unit: School Crossings

Reports to: Team Leader School Crossings

Supervises: N/A

Approved by: Manager Amenity and Compliance

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



Position objectives

To assist in providing a safe means for school aged children and other pedestrians to cross the road at established school crossing sites.

The role is responsible for providing school crossing services at designated school crossing sites and contributing to improving the safety of pedestrians on Merri-bek roads.

Key responsibility areas

- Provide effective school crossing supervisory services by being punctual, vigilant and confident on site during the specified times of coverage.
- Provide clear instructions to school students to assist them to cross the road safely at designated school crossing sites in accordance with approved procedures.
- Maintain safe working practices to maximise the personal safety of crossing users at designated crossing sites and identify and report safety issues as they arise.
- Ensure appropriate signage and warning signals are displayed and observable to traffic and crossing users at specified times.
- Provide a positive customer service experience in a polite and professional manner, consistent with the Merri-bek Values and commitment to customer service.
- Be correctly attired and equipped at all times whilst performing the duties of a school crossing supervisor.
- Strict adherence to the VicRoads Instructions for Children's Crossing Supervisors.
- Promote a consistent and professional image on behalf of Council.
- Attend / complete all online training modules

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Team Leader School Crossings Other School Crossings staff Parking Officers
External Relationships	A range of external contacts, including but not limited to: <ul style="list-style-type: none">• School staff• Children and parents• Pedestrians

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 1 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 1. Employee Band 1).

1. Accountability and Extent of Authority:

- The work performed falls within specific guidelines including the exercise of discretion in the application of established practices and procedures.
- This position is accountable for providing safe crossings for children and pedestrians.
- Assist with the training of new school crossing supervisors.

2. Judgement and Decision Making:

- The work is clearly defined within well documented and established procedures.
- Some minor problem-solving skills may be required for on-site situations and for dealing with complaints and enquiries from the public, however guidance and advice are always available.

3. Specialist Knowledge and Skills:

- Demonstrated understanding of Child Safety and Wellbeing responsibilities and their application to the role.
- Knowledge of the road laws as they relate to school crossings.
- A high level of vigilance and awareness and an ability to judge traffic flow.
- An ability to work with children specifically and the wider public in general.

4. Interpersonal Skills:

- An ability to gain cooperation and assistance from citizens, motorists and other stakeholders in order to maintain a safe school crossing.
- An ability to set and maintain a high standard through personal presentation.
- A friendly, helpful and courteous communication style.
- Ability to work in a cooperative manner with children but be persuasive and assertive when necessary to facilitate safety.
- Ability to educate children and parents about safety at school crossings if required.
- Ability to liaise professionally with the school staff.
- Ability to work independently with minimal supervision.

5. Qualifications and Experience:

- A current Victorian Driver's Licence (desirable).
- A Current valid Working with Children's Check.

6. Physical Requirements of the position

- Ability to stand for up to one hour, twice per day, while holding a sign (up to 2kg) in variable positions with one hand.
- Ability to perform the job in all weather conditions.
- Ability to work at crossings that are operated by traffic lights or flags.
- Ability to travel to and work at different crossing sites across the municipality
- Eyesight good enough to clearly see approaching vehicles before they get too close to safely stop.
- Good hearing in order to hear approaching vehicles and users of the crossings.
- Ability to blow the Crossing Supervisor's whistle.
- Cognitive skills sufficient to enable the incumbents to adequately supervise the crossing.
- Ability to project the voice and call out warnings in clear English.
- Ability to move quickly in an emergency.
- Ability to speak and understand English.

An employment functional capacity assessment will be required every two years at Council's appointed medical practitioners to ensure that employees are able to satisfactorily meet the physical requirements of the position.

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(X)
-below 10kgs	()	()	(X)	()
Manual handling frequency	()	()	(X)	()
Repetitive manual work	()	()	()	(X)
Repetitive bending/twisting	()	()	()	(X)
Working with arms above head	()	()	()	(X)
Lifting above shoulder height	()	()	()	(X)
Using hand tools – vibration/powerful	()	()	()	(X)
Operating precision machinery	()	()	()	(X)
Close inspection work	()	()	()	(X)
Wearing hearing protection	()	()	(X)	()
Wearing eye protection	()	()	(X)	()
Working in dusty conditions	()	()	(X)	()
Working in wet/slippy conditions	()	()	(X)	()
Wearing Gumboots	()	()	()	(X)
Wearing safety shoes/boots (steel cap)	()	()	()	(X)
Working with chemicals/solvents/detergents	()	()	()	(X)
Washing hands with soap (hygiene)	()	()	(X)	()
Working at heights	()	()	()	(X)
Working in confined spaces	()	()	()	(X)
Working in chillers (+4 degrees C)	()	()	()	(X)
Performing clerical duties	()	()	()	(X)
Working on a keyboard	()	()	(X)	()
Driving cars and/or trucks	()	()	()	(X)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

Working in all weather conditions

7. Key Selection Criteria

- Demonstrated understanding of child safety and wellbeing requirements and how this applies in the School Crossing Supervisor role.
- Current Valid Working with Children Check.
- Ability to work independently and with limited supervision.
- Ability to work with clearly defined procedures, policies and regulations.
- Flexibility to travel to any crossing with the municipality and to attend face to face and online training sessions.
- Ability to meet physical requirements of the role.
- Ability to build a positive rapport with children, parents and school staff is essential.
- Clear and professional communication skills.