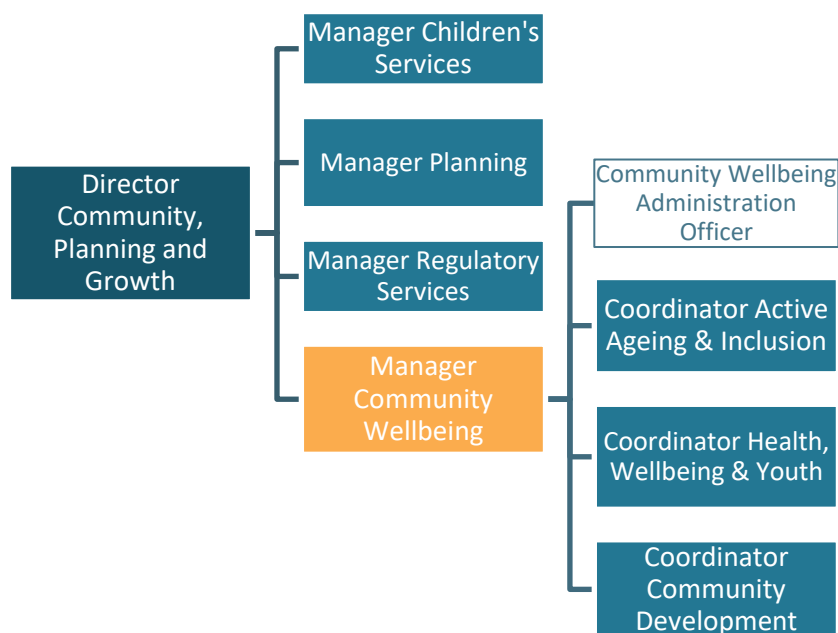


## MANAGER COMMUNITY WELLBEING

Position No.	1021
Classification	Senior Executive Officer, Permanent Full Time (76 hr per F/T 1.00 FTE)
Directorate	Community, Planning & Growth
Department	Community Wellbeing
Divisions	Active Ageing & Inclusion; Health, Wellbeing & Youth; Community Development
Team	N/A

The **Community Wellbeing** department is located within the Community, Planning & Growth directorate and is responsible for the planning, implementation and delivery of Council's Active Ageing & Inclusion; Health, Wellbeing & Youth; and Community Development programs and services.



The purpose of the **Manager Community Wellbeing** role is to provide strategic direction and leadership to ensure that the Community Wellbeing department consistently achieves Council Plan objectives and other corporate and community priorities relating to Active Ageing & Inclusion; Health, Wellbeing & Youth, and Community Development programs and services. The position also plays a key role in facilitating the organisation's preparation of the Community Vision and Council Plan.

## VISION & VALUES

### Where people matter, communities are connected, and the future is bright

<b>Pride</b>	We know that our work is important, and we take pride in doing the best job we can
<b>Respect</b>	We treat each other with courtesy and respect, and are committed to keeping our environment safe, and free from judgement
<b>Integrity</b>	We are committed to being authentic, honest and ethical in our work
<b>Collaboration</b>	We partner together to achieve shared goals and deliver community focused outcomes
<b>Excellence</b>	We are committed to delivering the best community experience and outcome that we are capable of providing

## 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;
- Manage corporate risk and budgets effectively; and
- 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:

- Leading and managing Council's Active Ageing & Inclusion program including a range of programs, activities and services that aim to promote positive ageing, social connections, access and inclusion, and community transport.
- Leading and managing Council's Health, Wellbeing & Youth program including funded health promotion programs, key partnerships with health and wellbeing service providers and supporting young people through services and activities across the shire and at the Golden Plains Youth Hub at Bannockburn.
- Leading and managing Council's Community Development program including community grants, community planning, farmers' markets and library services.
- Ensuring the organisation maintains a thorough understanding of the service architecture around health and wellbeing services available to Golden Plains residents, and advising on strategic advocacy to minimise gaps in service provision.
- Playing a key role in the organisation's efforts to increase the amount of social and affordable housing in the shire, particularly in terms of research, advocacy and partnership building with relevant agencies.

- Appropriately recognising and considering the needs of all residents in planning the delivery of community wellbeing programs;
- Keeping 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; and
- Applying 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 and planning for medium to long-term opportunities and challenges;
- Overseeing and updating relevant policies; and
- Planning and delivering projects in accordance with Council's program management framework.
- Play a lead role in planning and managing the organisation's collaborative preparation of the Community Vision and Council Plan.

## 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; and
- 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 a 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 and Organisational Responsibilities

- Comply with Council policies and procedures, including the Code of Conduct, and Councils Corporate Values.
- Contribute to the development of the Department's/Teams objective, as well as the corporate goals of Council.
- Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Health & Safety Act 2004, regulations, codes of practice and policies and procedures.
- Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review, and implement strategies to improve the customer experience quality and efficiency.

- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Participate as directed in training and education to maintain compliance and an up-to-date knowledge.
- Other duties within the scope of the employee's skills, competence and training, relevant to the position band, as requested by the supervisor.

**This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.**

## 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* and the *Child Safe Standards*.

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.

## GPSC CAPABILITIES

The GPSC Capabilities are the knowledge, skills, and associated behaviours required by all staff. The capability level for each role is varied and dependent on the role functions. The four levels for the capabilities are:

<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Basic awareness of concepts and techniques</li> <li>• Follows guidance, complies with established procedures, seeks advice</li> </ul>
<b>Intermediate</b>	<ul style="list-style-type: none"> <li>• Broad understanding of concepts and techniques</li> <li>• Demonstrates the skills/knowledge with minimal guidance</li> </ul>
<b>Adept</b>	<ul style="list-style-type: none"> <li>• Strong understanding of concepts and techniques with consistent application</li> <li>• Influences, upholds, shares advice, consults</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>• Extensive understanding and application of concepts and techniques</li> <li>• Sets, leads, designs, innovates, monitors, regulates, develops others</li> <li>• Shapes the organisations approach in the application of this skill/knowledge</li> </ul>

The capability level for this role is as follows:

Capability	Description	Level
<b>Flexibility &amp; Adaptability</b>	Adjust approach in line with changing priorities and remain agile and positive toward change	<b>Adept</b>
<b>Manage Self</b>	Shows drive and motivation, with an ability to self-reflect and a commitment to learning	<b>Advanced</b>
<b>Resilience</b>	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations	<b>Advanced</b>

<b>Value Diversity &amp; Inclusion</b>	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	<b>Advanced</b>
<b>Communication</b>	Communicate clarity, vision, purpose, and impact, actively listen to others, and respond with understanding and respect	<b>Adept</b>
<b>Collaboration</b>	Build strong relationships, collaborating effectively across the organisation, valuing their contribution	<b>Adept</b>
<b>Customer &amp; Community Focus</b>	Committed to the customer experience and delivering customer and community valued outcomes	<b>Adept</b>
<b>Influence &amp; Negotiate</b>	Gain consensus and commitment from others, and resolve issues and conflicts	<b>Adept</b>
<b>Action &amp; Accountability</b>	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	<b>Adept</b>
<b>Plan &amp; Prioritise</b>	Plan to achieve priority outcomes and respond flexibly to changing circumstances	<b>Adept</b>
<b>Problem Solving</b>	Think, analyse, and consider the broader context to develop practical solutions	<b>Adept</b>
<b>Innovation &amp; Continuous Improvement</b>	Use different ideas and concepts to develop new and different ways of thinking to improve efficiency, effectiveness, and quality of work	<b>Adept</b>

## CLASSIFICATION DEFINITIONS

<b>Accountability and Extent of Authority</b>	<p>The position manages resources and specialist units, and develops and interprets policy.</p> <p>Freedom to act is governed by broad goals, policies, legislation and budgets with period reviews to ensure achievement of those goals.</p> <p>The officer is directly accountable for clearly quantifiable outcomes and outputs that are the direct responsibility of the position, specifically:</p> <ul style="list-style-type: none"> <li>• Manage controllable resources for specific projects, programs and the department to achieve defined business, service, developmental or operational objectives;</li> <li>• 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;</li> <li>• Provide leadership to a team of employees to achieve service, operational and project objectives;</li> <li>• Address 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;</li> <li>• Substantially influence the allocation of resources, deploy employees independently and make minor long term commitments where there are defined precedents; and</li> </ul>
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- 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; and
- 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 & 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;
- Identify 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; and
- 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; and
- 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 in and capable of continuous improvement and learning.
- Reliable and committed with a strong work ethic.
- Systems thinker

### Qualifications & 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; and

## KEY SELECTION CRITERIA

1. A tertiary qualification and experience in community wellbeing or a related specialist field together with further qualifications and/or expertise in management. Alternatively, the skills might be acquired through lesser formal qualification in conjunction with extensive and diverse experience.
2. Self-motivated and results orientated, with a practical and pragmatic approach to delivering objectives.
3. Exceptional leadership skills and the ability to build and maintain a highly performing, engaged team.
4. Demonstrated integrated strategic planning and policy development skills with the ability to position the department to respond to broader policy challenges and opportunities.
5. Demonstrated business management skills including financial management, project management, contract management, continuous improvement / innovation and change management.
6. Exceptional communication skills with highly developed report writing and presentation ability.
7. Strong relationship builder with the ability to collaborate and influence.

## 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.
- Completion of a pre-employment Disclosure of Pre-existing Condition form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check

Please note that Police Check results that are suitable for this position (will be arranged by Golden Plains Council) are required of the preferred candidate.

All positions are subject to a six-month probationary period.

## APPROVAL

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<b>Approved By (Department):</b>	Director Community, Planning & Growth
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<b>Reviewed By (P&amp;C):</b>	Business Partner People & Culture
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<b>Date:</b>	March 2023
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<b>Employee Acceptance:</b>
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<i>(Name and signature)</i>
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<b>Date:</b>
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### **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.*