

Position Description

Position Title	Coordinator Experiences and Partnerships
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City
Team	Experiences and Partnerships
Classification	Band 8
Date	September 2024

Reports to:	Manager Creative and Engaged City
Supervises:	Team Leader Programing and Cultural Development, Cultural Heritage Program Lead, Public Art Projects Lead and Art Curator.
Internal Liaison:	Community Strengthening Directorate, Creative and Engaged City Department, Planning, Business Development and Investment, City Futures, Governance, Media and Communications
External Liaison:	Arts and Creative sectors, artists and contractors for projects Community development agencies and organisations Funding bodies and other stakeholders; government departments

Position Objectives

The primary purpose of this strategic role is to lead, oversee, and enhance a diverse range of arts, culture, heritage, and community experiences across the City of Greater Dandenong's cultural and community hubs. This involves managing programming and events at key cultural and community venues and implementing community development initiatives that foster engagement, community engagement and participation among residents. The role is instrumental in driving innovation and creativity, positioning the City of Greater Dandenong as a leading centre of creativity in the Southeast region of Melbourne, with programs that reflect contemporary practices and trends.

The Coordinator of Experiences and Partnerships is a dynamic and innovative role dedicated to advancing the city's cultural prominence and leadership. By enhancing arts and cultural experiences, the role plays a crucial part in enriching the community's quality of life and positioning the city as a vibrant hub for creativity and cultural exchange.

- **Provide Strategic Programming Leadership:** Enhance cultural programming, curate and manage a vibrant portfolio of exhibitions, public art programs, performing arts, and heritage initiatives that engage diverse audiences and reflect the community's identity.
- **Foster Community Engagement:** Develop and implement community development programs that encourage participation, collaboration, and inclusivity among residents, strengthening community ties and enhancing cultural vibrancy.
- **Strengthen Strategic Partnerships:** Build and maintain partnerships with community organisations, artists, cultural institutions, and funding partners to align with the city's Arts, Culture, and Heritage Strategy, thereby enhancing the city's cultural landscape.
- **Innovate and Inspire:** Drive innovative approaches to arts and culture delivery, ensuring the City of Greater Dandenong remains at the forefront of creative practices while promoting local talent and cultural diversity.
- **Promote Cultural Leadership:** Act as a champion for the city's cultural prominence, representing the city at regional and state levels to showcase the unique cultural offerings and foster collaboration across sectors.

- Oversee a significant budget, explore various revenue opportunities, and ensure the financial health and growth of all initiatives. Lead and motivate a diverse, cross-functional team to cultivate a culture of creativity, professional development, and high performance, while fostering strong connections with the Cultural and Community Hubs and the Creative Promotions teams. Additionally, provide leadership by liaising with advisory committees such as to ensure their input informs strategic planning and programming.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Bachelor's degree in Arts Administration, Cultural Studies, Museum Studies, or a related field.
- Minimum of 3-5 years of experience in program coordination or management within the arts, culture, or heritage sector.
- Proven experience in community engagement or community development activities, IAP2 certificate or qualification highly desirable.
- Proven experience in curating exhibitions and managing public programs.
- Strong network of contacts within the arts and cultural community.
- Excellent organisational, communication, and project management skills.
- Ability to work collaboratively with diverse groups and individuals.
- Proficiency in using various digital tools and platforms for program management and promotion.
- Creative thinker with a passion for arts, culture, and community development.
- Proven experience in designing and implementing community development programs that enhance social cohesion and cultural participation.
- Strong leadership and team management skills.
- Ability to multitask and manage multiple projects simultaneously.
- Excellent interpersonal skills and ability to build strong relationships with partners.
- Commitment to diversity, equity, and inclusion in all aspects of work.
- Knowledge of heritage preservation practices and principles.
- Familiarity with contemporary leadership practices and local government operations.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children’s Check
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver’s Licence
- ongoing First Aid and CPR (specify) including
 - Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

Vision	<ul style="list-style-type: none"> • Develop a cohesive vision and programming that positions the city as a centre of creativity and innovation, enhancing its cultural profile through contemporary and relevant experiences. • Establish a strategic approach to arts and cultural programming that ensures a consistent and integrated creative offering across cultural and community hubs, resonating with the community and attracting diverse audiences. • Coordinate cross-venue initiatives and programming that create synergy, foster collaboration, and cultivate a shared cultural identity, reinforcing the city’s status as a vibrant cultural destination. • Ensure all programming aligns with the city’s Arts, Culture, and Heritage Strategy and Community Hubs Strategic Plans, driving engagement and participation while maintaining relevance to the community’s evolving interests and needs.
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Strategic Development	<ul style="list-style-type: none"> • Collaborate with stakeholders to establish strategic goals that strengthen arts, culture, and community leadership, enhancing engagement and diversifying programming to promote broader cultural participation and audience growth. • Foster partnerships with local artists, leading cultural institutions, and community groups to create a robust network that supports innovative programming and resource sharing, positioning the city as a leader in contemporary arts and culture practices. • Utilise data analytics to track community engagement and feedback, enabling data-driven adjustments to strategies and optimising resources for maximum impact. • Implement a framework for continuous evaluation and adaptation of strategic initiatives, ensuring that they remain responsive to the evolving needs of the community and reflect current cultural trends. • Develop communication strategies that effectively articulate the vision and benefits of arts and culture initiatives, fostering a sense of ownership and pride within the community. • Align the Arts, Cultural and Heritage strategy and Community Hubs Strategic Plans with the broader goals of the City of Greater Dandenong, contributing to economic growth, social cohesion, and vibrant community development. • Promote a culture of innovation and creativity by embracing contemporary practices and new ideas that enhance arts and culture programming, driving deeper community engagement and participation • Contribute to the development and implementation of the department’s strategic goals and objectives. • Analyse current trends and future opportunities in arts, culture, and community engagement to inform strategic planning. • Develop long-term strategies for program growth, community access, and partnership development. • Create and implement strategic initiatives that align with the organisation’s mission and vision, ensuring sustainability and relevance in a changing environment. • Monitor and evaluate the effectiveness of strategic initiatives, making data-driven adjustments as necessary to achieve desired outcomes.
Partnership Development	<ul style="list-style-type: none"> • Identify and cultivate partnerships with local, regional, and national arts, community and cultural organisations and tertiary institutions. • Develop and maintain relationships with community groups, artists, sponsors, and stakeholders. • Seek opportunities for collaborative projects and funding to support program initiatives.
Cultural leadership	<ul style="list-style-type: none"> • Direct the curation and management of exhibitions and public programs that reflect the city’s cultural diversity and contemporary arts practices. Foster collaborations with artists and cultural practitioners to develop innovative and inclusive content. • Lead the development and management of heritage programs that celebrate and preserve the city’s cultural history. • Oversee the preservation of collections and archives, ensuring adherence to professional standards, and collaborate with historians and heritage professionals to curate engaging exhibitions that promote local heritage. • Lead the creation of a cutting-edge performance schedule that showcases diverse artistic expressions and resonates with community interests. • Curate innovative exhibitions in art galleries that celebrate local and regional artists, as well as transformative heritage exhibitions that engage visitors with local narratives, fostering deeper connections and community pride. • Coordinate arts and cultural programming across various hubs to ensure accessibility and engagement for all residents. Strategically conceptualise and

	<p>launch inaugural programs for emerging cultural spaces, responding to the evolving needs of the community.</p> <ul style="list-style-type: none"> • Forge and champion groundbreaking public art initiatives that transform community spaces and embody the city's vibrant cultural identity. • Oversee the development and preservation of collections, ensuring they reflect the community's cultural heritage and remain accessible to the public.
Team Leadership and Development	<ul style="list-style-type: none"> • Provide strategic direction and support, ensuring team members have the resources needed to excel. • Establish measurable goals and performance standards that align individual contributions with organizational objectives. • Foster a collaborative team environment that encourages creativity and open communication among members. • Promote professional development through training, workshops, and performance feedback.
Management and reporting	<ul style="list-style-type: none"> • Develop and present comprehensive reports, proposals, and presentations that effectively communicate program goals, outcomes, and strategic initiatives to internal and external stakeholders. • Lead the management of program budgets to ensure financial sustainability and cost-effectiveness, implementing strategies for resource allocation that align with organisational objectives. • Establish and maintain robust systems for monitoring and evaluating program activities, attendance, and outcomes to inform strategic decision-making and enhance program effectiveness. <p>Ensure that all activities comply with local government policies and regulations, developing frameworks that promote accountability and transparency in operations.</p>

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times

	<ul style="list-style-type: none"> • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> • Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concentrating – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – <i>required to exercise sound decision making while</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>completing all aspects of the position</i>					
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 10 – 33%	Frequent 34 – 66%	Constant >66%
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

- Positions in this Band may manage resources and/or regulatory or specialist units and/or develop and interpret policy.
- Where the prime responsibility is for resource management the freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken in this Band may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- Where the prime responsibility is to manage regulatory or specialist units, the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.
- Where the prime responsibility is to develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management.
- The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

Judgement and Decision Making

- These positions generally involve both problem solving and policy development. Methods, procedures and processes are less well defined and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made.
- Employees at this level will identify and develop policy options in their own functional area for consideration and choice by their Manager or by Employer.

Specialist skills and knowledge

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

Management skills

- Positions in this Band typically involve the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience.
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

Interpersonal skills

- Positions require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Employees at this level must be able to lead, motivate and develop other employees.

Qualifications and Experience

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through a degree course and experience in the field of the employee's specialist expertise alone.

- Typically, the necessary skills and knowledge would be gained through further formal qualifications in the field of expertise or in management, or through at least four years of experience in another specialised field.
- Alternatively, they might be acquired through lesser formal qualifications together with extensive and diverse experience, or intensive specialist experience

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

- Responds appropriately to client/customer requests and/or complaints

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within her/his control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
 We act with integrity at all times and in all matters.
 We take time to listen to and seek to understand the other point of view.
 We strive to understand and respect the diversity of our community and our workplace.
 We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
 We constantly ask: What's the future and what's possible?
 We have the courage to try new ideas.
 We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
 We work together with our community and each other, to achieve the best outcome.
 We have the confidence to challenge the status quo, to reach for better outcomes.
 We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
 We form our opinions and give advice from sound, evidence based research.
 We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
 We spend our time and effort on solutions rather than looking for someone to blame.
 We take responsibility for our actions.

