

Position Title	Cleansing Leading Hand
Directorate	City Futures
Department/Business Unit	Infrastructure Services
Team	Cleansing
Classification	Band 4
Date	April 2025
Reports to:	Cleansing Foreperson
Supervises:	Cleansing Staff
Internal Liaison:	<ul style="list-style-type: none"> Service Unit Leader Waste & Cleansing – (as required) Team Leader Cleansing – (as required) Cleansing Foreperson - Daily Other Operations Centre staff – Daily
External Liaison:	<ul style="list-style-type: none"> Liaising with ratepayers – When required Directing Council suppliers – When required

Position Objectives

Your primary purpose in this position is to:

- Maintain the appearance and cleanliness of the city by operating a variety of plant/equipment and undertaking a range of associated general labouring tasks in a safe, efficient and courteous manner.
- Assist with organising and programming staff, plant and resources of the cleansing unit to maintain the cleanliness of the city and infrastructure to the prescribed cleansing service standards, budgets, timeframes and safe work practices.

Key Selection Criteria

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

Selection of the most suitable applicant will be based on the following:

Essential

- Completion of TAFE accredited/industry-based training courses. (Cert 111 or Cert 1V) as well as a minimum of a post-trades certificate (e.g. special class trades) or Relevant/equivalent experience.
- Current Heavy drivers licence.
- Skills in staff management, work allocation, productivity and quality monitoring preferably with a good understanding of City Council work practices, responsibilities and corporate standards.
- Good communication and interpersonal skills including the ability to advise and liaise.
- Proven ability in planning work according to established priorities in a multi-disciplinary environment.
- Knowledge of safe plant operation techniques for all cleansing plant and equipment.
- Ability to work diligently and enthusiastically without supervision.
- Computer literacy basic or better

As part of the 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 Heavy Rigid Driver's Licence
- ☒ ongoing First Aid and CPR (specify), including:
 - ☒ Provide First Aid (Level 2)
 - ☐ Provide First Aid in an Education and Care Setting
 - ☐ First Aid Management of Anaphylaxis

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Programming, Quality, Environmental and Specification Compliance	<ul style="list-style-type: none"> Assist with the preparation of service charters, business plans and customer research. Ensure that service standards and response times are met as per service charters. Assist Cleansing Foreperson in developing and administering, programmes, run sheets, report/timesheet systems, including the use of new technology to ensure that the specifications are met. Continuously assess and assist with fine tuning work programmes to make optimum use of available resources without compromising specification compliance. Provide appropriate feedback to staff, assist with developing and implementing action plans to address areas of non-compliance.
OH&S	<ul style="list-style-type: none"> Promote safe work practices within the cleansing team. Monitor, document and report on staff compliance with Safe Work Method Statements (SWMS) and Safe Operating Procedures (SOPS), and other appropriate legislation. Conduct random and scheduled audits of staff and contractors to monitor compliance with Council's OH&S Contract Management. Assist with periodical reviews with staff of Safe Work Method Statements (SWMS) and (SOPS).
Resource Management and Allocation	<ul style="list-style-type: none"> Ensure all plant is maintained in good working order Maximise the efficient use of Council plant & equipment. Fulfil the duties of the Cleansing Foreperson in his/her absence.
Staff Management	<ul style="list-style-type: none"> In conjunction with the Cleansing Foreperson compile and distribute a fortnightly staff roster. Make changes and re organise staff on a day-to-day basis when unforeseen circumstances dictate. Ensure all timesheets, run-sheets, checklists and reporting information are forwarded to the Cleansing Foreperson on time. Provide feedback to responsible staff on compliance and non-compliance and initiate remedial action where necessary. Adjust cleansing roster for early hour absences when required
Plant Operation	<ul style="list-style-type: none"> Ability to proficiently operate all cleansing plant e.g. Compactor trucks, Road sweepers, Washer truck, Footpath sweepers and have a basic understanding of the operations for all smaller/minor cleansing plant. Preparedness to operate plant to backfill staff absence
Work Programming	<ul style="list-style-type: none"> Assist with ensuring that all requests for reactive work resulting from a customer request or inspection are efficiently incorporated into existing programmes.
First Aid Activities <i>(If the occupant is required to have a First Aid Certificate due to the nature of the work)</i>	<p>Managers are responsible for:</p> <ul style="list-style-type: none"> ensuring that there is adequate coverage for the provision of First Aid within their work area providing for the continuity of training of Designated and First Aid Certified Officers DFAOs and FACOs the supervision and effective execution of their duties. Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

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• 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">• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

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. *(This must be included for all office-based positions)*

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	Frequency (% of the working day)			
	Rare/ Never 0 - 5%	Occasional 6 – 33%	Frequent 34 – 66%	Constant >66%
<i>Regular communication with team/workmates</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<i>Regular communication with others</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verbal instruction and supervision of others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Planning and problem solving</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Job/task organisation</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Short term memory</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<i>Long term memory</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

- ☒ 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	Operating the washer, sweeper or public litter truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	Making brooms (small road drivable sweeper) washing vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	Litter collection, using blower, collecting rubbish bins & dumped rubbish	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Squatting/crouching	Litter/dumped rubbish collection, replace gutter brooms, brushes & wheels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	Replace gutter brooms, brushes & wheels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	Litter/dumped rubbish collection, replace gutter brooms, brushes, wheels & fill tank	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	Washing, setup weed sprayer (Large sweeper), Gurnie use	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Twisting/trunk rotation		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip	Dumped rubbish	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb ladders	Climb into cabin on large sweeper and public litter truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work	Replace gutter brooms, brushes, & wheels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leg/Foot controls	Operate foot pedals on vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical Requirement	Task Details	Rare 0-3 Repetitions per day	Occasional 4 -30% Repetitions per day	Frequent 31-150% Repetitions per day	Constant >150% Repetitions per day
Manual Handling – lift, carry, push, pull or hold					
1-5kg	Litter	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Brooms, brushes, fuel hose	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Brooms, brushes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Brooms, brushes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 20kg	Hydrant stand, pull start blower	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Litter, replacing gutter brooms, brushes & wheels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	Dumped rubbish	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input 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

The position is directly held responsible for:

- Is expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.
- From time to time may exercise high precision trade skills using various materials and/or specialised techniques.
- Provides direction, coordination and on-the-job training to employees, including apprentices, trainees and casual/agency staff.
- Is required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and made aware of all occupational, health and safety policies and procedures.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Objectives of the work are well defined but the method; process of equipment to be used must be selected from a range of available alternatives.
- For Coordinators/supervisors, the process often requires the quantification of the number of resources needed to meet those objectives.

Independently

- Materials ordering
- Scheduling vehicle maintenance
- Roster adjustment to accommodate early hours absences

With input

- Remedial action resulting from customer complaints and staff disciplinary matters.
- Decisions on scheduling of staff to maintain core work capabilities at all times.

Recommendations

- Make recommendations on improvements to work systems and work standards.
- Training requirements for staff.

Guidance

- Guidance and counsel are always available within the time available from the Cleansing Foreperson to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- The ability and skills to provide training in cleansing disciplines either through formal training programmes or on-the-job training
- A thorough understanding of the relevant technology, procedures and processes used within the cleansing unit.
- Indicative but not exclusive of the skills required of the Cleansing Leading Hand include:
 - Skilled in all techniques of cleansing service disciplines i.e., Litter & rubbish collection, sweeping & general street cleansing.
 - Safe and competent operation of Light and Heavy Mechanical Plant

Management & Interpersonal skills

The essential position requirements include:

- Improving staff morale through higher levels of self-management and involvement in decision making.
- This position operates at the "work face" whilst supervising groups of employees.
- The ability to perform operational work in the field whilst supervising the work of other employees or groups of employees.
- Coordinators/Supervisors are also expected to have knowledge of personnel policies and practices applicable to the work performed and supervised employees.
- Where oversight and job supervision is part of the job, it is expected that you will assist other employees in their tasks where required.
- The ability to plan work at least a week in advance
- Expected to have a knowledge of local practices and work procedures applicable to the work performed
- The ability to gain cooperation and assistance from members of the public and other employees in the performance of well-defined Cleansing Maintenance activities.

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			

Appendix

Core Capability Framework – People Leaders

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 behavior 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 councilors 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.

