

Position Description

Position Title	Team Leader Family Day Care
Directorate	Community Strengthening
Department/Business Unit	Children's Services
Team	Family Day Care
Classification	Band 7
Date	June 2025
Reports to:	Coordinator Children's Services
Supervises:	<ul style="list-style-type: none"> Family Day Care Field Officers Senior Field Officer Family Day Care Family Day Care Business Support Officers Family Day Care Contractors (Educators)
Internal Liaison:	<ul style="list-style-type: none"> Community Wellbeing Department All relevant departments across Council
External Liaison:	<ul style="list-style-type: none"> Family Day Care Clients (Families and Children) Family Day Care Contractors (Educators) Federal and State Government Departments Harmony and IMS Software Providers Local Child and Family Service Providers

Position Objectives

Your primary purpose in this position is to:

- Manage the day to day operations of the family day care scheme, delivering high quality service that meets professional and legislative requirements as an approved child care provider.
- Provide effective leadership and support to the family day care team to meet legislative and organisational policies and procedures.
- Manage and support external contractors to deliver family day care services in their own homes.
- Plan, implement and evaluate the provision of family day care services in the municipality.
- Support and advocate for the provision of flexible models of quality childcare throughout the municipality.
- Develop a sustainable business and marketing plan for the family day care scheme to be responsive to market trends and fluctuations.
- Contribute to service reviews, internal audits and continuous quality improvement planning for the provision of quality home based child care.
- Progress opportunities for collaboration and partnership within the family day care sector.
- Implement the actions and activities of the Children's Plan and assist with strategic planning within wider children's services team.

Key Selection Criteria

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

- Degree or Diploma qualification in Early Childhood or Child Care with substantial experience working with families in providing quality family day care services.
- Demonstrated understanding of the children's services and education sector and issues impacting on children and their families in diverse communities.
- Demonstrated experience in supervising early childhood staff and managing team priorities and workloads in providing child care provision.
- Demonstrated experience in managing the day to day operations of large family day care scheme.

- Demonstrated ability to manage large external contractor teams in providing quality home based child care to diverse communities.
- Knowledge of relevant legislation, frameworks and models including national quality framework and standards for the Education and Care Services National Law Act (2010) and Education and Care Services National Regulations (2011).
- Demonstrated project and contract management skills including business planning, program design, marketing, implementation and evaluation of child care services provision.
- Sound understanding of strategic planning, program planning, delivery and evaluation of quality child care programs.
- Ability to work collaboratively, communicate and advocate effectively with community and government stake holders in order to create/facilitate linkages and advocate on behalf of families accessing child care services.
- Strong advocacy and conflict resolution skills including the ability to facilitate meetings and promote flexible models of child care provision.
- Ability to write reports, submissions funding acquittals.
- Ability to monitor and report to the Coordinator Children's Services on budgets and achievement of services and programs.
- Current Victorian Drivers license, working with Children and Police checks, current First Aid Certificate.

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 [mandatory]
- ☒ 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)
 - ☒ 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:

Staff Management and Leadership	<ul style="list-style-type: none"> • Provide effective leadership and supervision to the Family Day Care Team and Educators. • Ensure service parameters meet and sustain the requirements of ongoing accreditation under the National Quality Framework, Education, Law and Regulations and as an approved provider of child care. • Develop, implement and evaluate effective quality management systems and processes to the team to support inclusive child care provision for families in conjunction with the Coordinator of Children's Services. • Liaise with local, regional, State and National service providers and relevant associations/agencies to maintain up to date information regarding the child care sector and to develop well linked service provision. • Undertake Performance Review and Development Plan activities. • Lead the Family Day Care team in effective client management and administration practices. • Conduct regular team meetings and promote teamwork. • Ensure compliance with Council Policies, including Code of Conduct, Occupational Health & Safety. Diversity, Equal Opportunity and Bullying and Workplace Violence.
Planning	<ul style="list-style-type: none"> • Develop sustainable quality management systems, policies and processes for the provision of family day care in consultation with the Coordinator Children's Services

	<ul style="list-style-type: none"> • Assess and review programs in line with Council plans and relevant legislative acts and requirements • Identify and develop submissions for funding for home based child care provision. • Provide relevant advice to Council on Federal and State policy in relation to the provision of a home based child care programs, current and future trends and developments that may impact on service provision. • Review existing service provision to ensure that the program reflects community needs. • Ensure sustainable forward planning by maintaining and analysing usage data and statistical profiles of customers, including usage trends, customer needs and views. • Seek out new developments in the childcare sector and, in consultation with key stakeholders, develop and continually update policies and procedures to reflect current good practice, continual improvement and innovation required under accreditation and regulatory systems. • Actively participate in the development and implementation of the municipal Children's Plan. • Develop a marketing plan to promote the Family Day Care to ensure ongoing viability and sustainability.
Service Provision	<ul style="list-style-type: none"> • Manage the day to day operations of the family day care service to meet regulatory obligations as an approved child care provider. • Develop, implement and review Family Day Care policies and procedures in consultation with key stakeholders of the service. • Ensure all Council performance reporting timeframes are met. • Provide timely information to families, Educators and staff. • Participate in projects that will enhance community awareness and perception of Family Day Care and foster service utilisation. • Ensure financial accountability statements and reports are prepared as required by Council. • Ensure complete, accurate, objective and confidential records are maintained and stored for the period required by legislation.
Contractor Management	<ul style="list-style-type: none"> • Coordinate the recruitment, selection, induction and development of family day care educators to provide quality family day care. • Ensure educator service agreements are implemented and reviewed annually. • Implement strategies that assist Educators to meet obligations under the Education Law and Regulations 2010 and Occupational Health and Safety Act 2004.
Service Partnerships and Networks	<ul style="list-style-type: none"> • Target and attend community meetings, networks and forums to promote family day care • Facilitate internal council partnerships including across the wider Family and Children's Services teams, community services units to provide child care options for the local families. • Liaise with local and regional family day care services networks & agencies. • Provide specialist input on local and regional priorities relating to child care in the City of Greater Dandenong.
Advocacy	<ul style="list-style-type: none"> • Provide advice and direction relating to quality child care service provision for all families living in the City of Greater Dandenong. • Advocacy through provision of reports for council, State and Federal Government departments and funding bodies regarding service need and gaps and mechanisms to address those gaps in child care. • Advocate on behalf of families in relation to their overall health and wellbeing.
Budget and Funding Responsibilities	<ul style="list-style-type: none"> • Assist with the preparation of the annual budget, provide reports as required and assist with the preparation of annual business plans.

	<ul style="list-style-type: none"> • Ensure the Family Day Care scheme are meeting all funding body requirements. • Ensure all yearly budget requirements are monitored and met. • Ensure quality management systems, policies and processes are adhered to. • Ensure Councils partnerships comply with council systems. • Monitor the financial performance and sustainability of Family Day Care scheme and develop, strategies to maximize funding opportunities
Working out of Hours	<ul style="list-style-type: none"> • This position may require participation in an on-call, roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.
First Aid Activities	<ul style="list-style-type: none"> • 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
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> • Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs.

	<ul style="list-style-type: none"> • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
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.

Working out of standard business hours

- ☐ **Not required.**
- ☒ **This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)**

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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – 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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<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 checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<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 checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☒ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 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 checked="" type="checkbox"/>	<input 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"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input 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"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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:

- Managing family day care services, programs and projects ensuring a highly effective and efficient level in providing a quality child care service.
- The freedom to act is governed by policies, objectives and budgets with regular reporting to ensure achievement of goals and objectives of Family Day Care Scheme within budgetary guidelines.
- The position has input into policy development by undertaking research of an investigative, analytical or creative nature with the freedom to act generally prescribed by the Coordinator Children's Services and must liaise with other departments of the City of Greater Dandenong to ensure families are considered within policy formulation.
- Decisions and actions taken will have a significant effect on the programs or projects being managed.
- Providing information and/or specialist advice to service users, community groups and agencies, other areas of government and the City of Greater Dandenong.
- The freedom to act is subject to professional and regulatory review by the Coordinator Children's Services as it will have a significant effect on the public perception of the wider organisation being represented.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- These positions are essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations. Guidance is not always available within the organisation.
- Where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Independently:

- Ability to exercise discretion in relation to activity, project and program development and operational delivery of family day care using the advice of the Coordinator, team members and management where possible.
- Determine day to day aspects of providing quality child care services to families.
- Mentor and support team members and educators in providing quality child care.

With Input from the Coordinator Children's Services:

- Provide direction, guidance and support to the Family Day Care team and educators.
- Provide leadership of the broader day-to-day operations of the Family Day Care team.

Recommends and Identifies to the Coordinator Children's Services:

- Planning, marketing and service integration of programs across the Family Day Care team in providing quality child care.
- Opportunities for collaboration with other child care providers or related service agencies.

Guidance:

- Under the guidance of the Coordinator Children's Services research and stay abreast of relevant practice when providing quality child care to families including but not limited to the National Quality Framework.

- In consultation with the Coordinator Children's Services develop new methods procedures and processes to address emerging needs of families requiring child care by the identification and analysis of possible solutions from an unspecified range of options.
- Guidance is not always available within the organisation and may be required to be obtained from external resources and referred to the Coordinator Children's Services.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Where the prime responsibility is in policy formation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.
- An understanding of how to engage families and their children for the provision of child care.
- Understanding of budget and expenditure management.
- Understanding of the Education and Care Services National Law Act (2010) and Education and Care Services National Regulations (2011).
- Knowledge of National Quality Framework and Quality Standards in relation to providing quality Family Day Care services.
- Experience in establishing and maintaining professional networks to facilitate effective communication and cooperation when working with families for the provision of child care.
- Understanding of quality assurance and its application as an approved provider of child care.

Management & Interpersonal skills

The essential position requirements include:

- These positions require skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- The position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. They would be also expected to contribute to the development and implementation of long term staffing strategies.
- Demonstrated ability to gain cooperation of clients, members of the public, staff and key stakeholders in order to make services and programs flexible and responsive.
- Demonstrated ability to liaise effectively with a diverse range of groups including; families, professional services, staff and other stakeholders in order to resolve specialist or intra-organisational problems.
- The ability to demonstrate effective leadership internally and within the community, acting as a key change agent across service/program, sectoral and organisational boundaries
- Report writing, submission writing and program development skills and experience.
- Demonstrated analytical skills.
- Effective management of time prioritizing key responsibilities, including client management, staff workloads, group work and community liaison to achieve specific and set objectives of Family Day Care.
- The position requires an understanding of the long term goals of the Children's Services unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Employees in this Band must also be able to liaise with their counterparts in other organizations to discuss and resolve specialist problems and with other employees within their own organization to resolve intra-organisational problems.

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 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.

