

## Position Description

Position Title	Maternal and Child Health - Clinical Educator and Quality Improvement Nurse
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing
Team	Maternal and Child Health (MCH)
Classification	MCH Yr 3 plus 2.5%
Date	August 2025
Reports to:	Coordinator Maternal and Child Health
Supervises:	Nil
Internal Liaison:	MCH team; MCH Team Leaders and Coordinator MCH; Community Wellbeing staff and other departments in Council.
External Liaison:	Clients; Municipal Association of Victoria; Latrobe University / RMIT / Federation University; Department of Health; Department of Families, Fairness and Housing; Department of Education; The Orange Door; Child Care and Preschool providers; Monash Community Health Service; Medical practitioners; Hospitals and Community agencies; MCH Teams in other municipalities; NDIS Services; other local agencies that support families.

### Position Objectives

Your primary purpose in this position is to:

- In collaboration with MCH Leadership Team - design, review and implement processes and protocols that support ongoing service delivery and education for Maternal and Child Health staff.
- Provide clinical support to the Maternal and Child Health Workforce, this may include onsite support during acute client disclosures related to Mental Health and Family Violence.
- Foster a learning culture that aligns with the principles of the MCH Framework, evidence-based practice, the Family Partnership Model and best practice service delivery.
- Focus on developing a quality improvement framework which is continuous and supports improvement in service delivery.
- In collaboration with the Leadership Team - provide support to staff through Peer Supervision and/or Clinical Supervision.
- Foster innovative approaches to service delivery through the development and implementation of pilot programs that meet the needs of our unique and diverse community.

### Key Selection Criteria

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

- Current Victorian registration as a Division 1 Nurse with Midwifery endorsement and Maternal and Child Health qualifications, along with:
  - significant relevant specialist knowledge and experience working with families with young children and of the Victorian Maternal and Child Health Program inclusive of the Enhanced MCH program and the Sleep and Settling Program; preferably with:
    - experience working within a multicultural community; and
    - knowledge of relevant issues and legislation pertinent to Universal and Enhanced MCH practice, education requirements and quality assurance; preferably with previous experience in local government.
- A recognised education qualification (and/or) relevant experience:

- Certificate IV in Assessment and Training.  
(and / or)
- Experience in Adult Learning methodologies.
- Demonstrated ability to work as an effective team member in a multidisciplinary team, including a 'can do' attitude, embracing new ideas and initiatives to promote service integration.
- Excellent interpersonal, verbal, and written communication skills especially when working with relevant stakeholders, as well as writing reports and submissions using a variety of computer applications, including the Microsoft Office suite of programs, and the CDIS database.

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
- ☒ 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:

<b>Clinical Support</b>	<ul style="list-style-type: none"> <li>• Develop, implement, evaluate and modify programs that support all MCH programs.</li> <li>• MCH students and new graduates to focus on enhancing the workforce's skillset to deliver a high-quality best practice service and support transition to practice.</li> <li>• In collaboration with the MCH Leadership - provide onsite clinical support and supervision to MCH students, graduates and staff.</li> <li>• Maintain knowledge of contemporary practice in MCH Nursing and provide education to staff on changes to practice.</li> <li>• Escalate concerns regarding clinical performance or wellbeing to MCH Leadership.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Comply with all legislation, MCH Guidelines, program standards and protocols related to the roles and responsibilities of this position.</li> <li>• Work in a clinical role within the service, as required, to assess, monitor and promote the health, growth, development and behaviour of young children (0-6 years) - this may also include the provision of group work or Outreach to clients' homes.</li> <li>• Work across a variety of sites across the municipality to deliver and support the MCH program.</li> <li>• Keep accurate clients records as per legislative requirements and internal protocols.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• In collaboration with MCH Leadership - plan, coordinate, implement and evaluate a high quality, professional development program for the MCH team; this includes planning cluster and team meetings.</li> <li>• Provide accurate and timely reports in regard to all education programs.</li> <li>• Update protocols and processes to adhere to changes in practice requirements.</li> <li>• In partnership with the Leadership team - plan and develop a graduate program for Leadership.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Develop, implement, evaluate and modify protocols, risk management processes with a focus on ensuring the safety and effectiveness of services provided.</li> <li>• Design and develop a program that schedules regular review and update of guidelines and protocols, utilising the most current research.</li> <li>• Enhance service performance through a focus on quality improvement initiatives.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work alongside the MCH leadership ensure compliance and delivery of the Information Sharing scheme, child protection notifications and child safe standards requirements.</li> <li>• Design, develop and implement a client feedback protocol, to assist with the identification of areas of improvement within the service. Develop strategies to assist in addressing these areas of improvement in consultation with the MCH Leadership.</li> <li>• Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.</li> <li>• Ensure hazards, incidents, near misses and injuries are reported immediately, recorded within the appropriate system, and consider actions to mitigate risk.</li> <li>• Actively participate in the planning and execution of Return-to-Work Plans as required.</li> </ul>
<b>Working out of Hours</b>	<ul style="list-style-type: none"> <li>• This position may require participation in an on-call or availability 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.</li> <li>• 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.</li> </ul>

## 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.

## Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>• 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.</li> <li>• Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies &amp; Procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.</li> <li>• Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism,</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Support Council's 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.</li> </ul>

## 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.)

### 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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <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 type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Communicating with others –</b> Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others -</b> Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task –</b> <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating –</b> <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making –</b> <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving –</b> <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning –</b> <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement –</b> <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience –</b> <i>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</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Interruptions –</b> <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Physical Requirements

- ☐ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – 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"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – 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"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – 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"/>
<b>Pushing/Pulling</b> – 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"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input checked="" 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 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 type="checkbox"/>	<input checked="" 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:

- Under the Coordinator MCH, act within the leadership team in accordance with CGD policy and procedure including having input into policy development within area of expertise and/or management.
- Act as a supportive Nurse Educator to Universal and Enhanced MCH staff, providing advice as required and carrying out education and training as and when needed.
- Manage allocated resources to optimise service delivery to clients. The freedom to act in this regard is governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Provide specialist advice to, and regulate clients, with the freedom to act being subject to professional and regulatory review. The impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
- Maintain, update, and expand professional knowledge and enhance skills as required and necessary to meet the requirements of the position and continuing professional development (CPD) requirements of the Australian Health Practitioners Registration Association (AHPRA).
- Participate in the development of protocols, policy, and procedures for the Maternal and Child Health Service, working within existing government and service frameworks.
- Where this position provides input to policy formulation, the work may be of an investigative, analytical, or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

### **Judgement and Decision-Making Skills**

Judgement and decision making is within the following scope:

- This position is 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 and the need to recognise when these established techniques are not appropriate.
- 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.
- Judgement and decision making related to operational and procedural requirements is defined through DFFH, Council and professional guidelines, procedures and policies.
- Consultation with the Coordinator is required in any situation which may have legal implications.

### **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- This position requires proficiency in the application of a theoretical or scientific discipline in the search for solutions to emerging/new problems and opportunities.
- Demonstrated ability and experience in MCH nursing, with a strong knowledge and understanding of current theory of practice for issues relevant to the MCH service.
- Demonstrated ability to educate, mentor and counsel students and qualified MCH staff.
- Demonstrated ability to coordinate professional development programs for MCH staff.
- 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 Occupational Health and Safety and quality improvement.
- Sound understanding of legislation and guidelines affecting the MCH practice, in addition to an understanding of Council policies will be required.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to Occupational Health and Safety.

## Management & Interpersonal skills

The essential position requirements include:

- This position requires flexibility in the workplace, skills in managing time, setting priorities, 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.
- This position requires an understanding and an ability to implement policies, protocols and practices including equal opportunity and occupational health and safety policies, education and employee development schemes.
- This position requires the ability to liaise with clients, members of the public and other employees in the administration of the broadly defined activities and to motivate and develop employees.
- Ability to liaise with counterparts in other organisations, to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- As a member of the Leadership Team - represent the City of Greater Dandenong when attending activities that relate to the MCH service.
- Undertake other reasonable activities as directed by, either the Coordinator or Manager in relation to this role within the service.

## 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.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### 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.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### 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.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### 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

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### 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

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

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

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### 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 their 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

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## 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.

