Greater Dandenong

Position Description

Position Title	School Crossing Supervisor
Directorate	City Futures
Department/Business Unit	Community Amenity
Team	Community Compliance
Classification	Band 1
Date	December 2025
Reports to: Enquiries:	Coordinator Community Compliance School Crossing Programs Officer 85711000
Supervises:	Nil
Internal Liaison:	School Crossings Programs Officer Coordinator Community Compliance Local Laws Officers / Animal Management Officers Community Amenity Administration staff
External Liaison:	• School Staff and children • Parents / Custodians of children • Other members of the community / general public

Position Objectives

Your primary purpose in this position is to:

- Ensure the safe passage of children and adult pedestrians using School Crossings.
- Monitor School Crossing infrastructure to ensure serviceable standards.

Monitor traffic around School Crossings and report breaches of Victorian Road Rules that impact upon pedestrian safety to School Crossings Programs Officer

Key Selection Criteria

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

Essential

- Demonstrated capacity to undertake the physical, cognitive, visual and audiometric requirements of role, through Functional Capacity Testing and willingness to be re-assessed regularly, preferably also with previous experience working with children, vehicle and a valid Victorian Drivers Licence.
- Demonstrated basic oral and written communication and interpersonal skills to perform the responsibilities of the role.
- Ongoing ability to undertake rostered on-call availability, including ability to attend School Crossing locations throughout the municipality.
- Satisfactory [and ongoing] Police and Working with Children Checks supplied prior to offer of employment and commencement.
- A mobile phone device, the ability to use email to communicate and complete online training modules

Position Responsibilities & Skills

In this position, you are responsible for:

Safe passage of children to and from schools in the municipality.	- Vigilantly operate the crossing in accordance with VIC Roads" Instructions for Children's Crossings" - Ensure it is safe to cross before allowing any person on the crossing in accordance with issued instructions. - Stop traffic when safe and sensible to do so and direct children/pedestrians. Supervisors. Should consider traffic needs to ensure safe traffic flow to avoid congestion. - Be on time for your shift and remain at the crossing for the entirety of the rostered shift. - Always wear issued uniform & use safety equipment provided by Council including your City of Greater Dandenong staff ID and lanyard. Remain professional when on duty, - Always stand alert near the crossing to ensure you are clearly identified at your post and aware of activity in the vicinity of the Crossing. - Placing School Crossing flags correctly on flag posts for clear visibility, using stop signs and whistle on the crossing in accordance with VicRoads" Instructions for Children's Crossing Supervisors". Always being tactful and courteous when supervising the Crossing, obtaining the confidence and trust of both children and parents. Operate traffic lights to control pedestrian flow as required to ensure the traffic flow is regulated to maximise pedestrian safety, whilst minimising disruption to vehicles.
Report breaches of Victorian Road Rules	- Discretely monitoring vehicles illegally parked near or driving through crossings (Victorian Road Rules) and notify your supervisor & local Laws Officers promptly. Only if safe to do so capture registration details, date and time of incidents to ensure all matters can be dealt with by Council in accordance with Council policies and Code of Practice. - If required, appearing in court as a witness, to support Local Laws Officers prosecuting offenders.
Monitor school crossing infrastructure	Report faulty infrastructure such as damaged flag poles, signage, line marking and any other hazards at the crossing promptly.

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- within our organisation and in the greater community.

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:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • 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.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • 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.
Climate Change & Sustainability	• 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	• 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	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  o zero tolerance of racism and expectations that staff will act on incidents of racism
	  o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

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*		☐	☐	☐	☒
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☒	☐	☐	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☐	☒
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☒	☐	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☐	☒
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☒	☐	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☐	☒
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☐	☒
Emotional resilience – *exposure to stressful or distressing situations including dealing with aggressive or upset customers/clients, high conflict situations, change beyond individual's personal*		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
control					
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☒	☐	☐

Physical Requirements

☒   This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

☒   This position requires a vision test

☒   This position requires a hearing test

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%
Mobility/Postures					
Sitting – *stay in a seated position*		☒	☐	☐	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☒	☐	☐
Walking – *In an upright position, moving more than 3 steps*	Short distances on/off the crossing	☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Kneeling – *To lower the body*		☒	☐	☐	☐
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*		☐	☒	☐	☐
Reaching – *Extending arms out in any direction*		☐	☒	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☐	☒	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☒	☐	☐
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*		☐	☐	☒	☐
Writing/typing		☒	☐	☐	☐
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
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*	Flags & 'Stop' sign	☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☐	☒
5.1 – 10kg		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☐	☐	☒	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☐	☒	☐

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:

- The School Crossing Supervisor works without direct supervision on an individual basis with routine tasks required to be performed falling within set and specific guidelines and with limited ability to exercise discretion in the application of standard procedures. Accordingly, the School Crossing Supervisor must ensure that:
  - o Crossings are managed within the guidelines set for the position; and
  - o any incidents are reported immediately to School Crossing Programs Officer or Coordinator.
- The School Crossing Supervisor is responsible for the quality of the work performed. Accordingly, the School Crossing Supervisor must, always, exercise due care and diligence when performing the role.
- Assist School Crossing Programs Officer in providing on-the-job training to other School Crossing Supervisors, as required.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently
- Work activities are routine and clearly defined and performed with established procedures, resolving minor day-to-day problems related to immediate work tasks with support from the School Crossings Programs Officer and Community Amenity Administration staff.

With Input from Local Laws Officers
- Regarding matters where difficulties arise outside of the specific guidelines set for the position or where problems occur with the overall management of a School Crossing.

Guidance
- Seek guidance from School Crossing Programs Officer or Local Laws Officers where no specific guideline, clear policy or precedure exists, or where the issue is more complex than routinely encountered.
- Decisions made are always subject to review.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Safe and competent operation of traffic control signals and road laws as they relate to Children's Crossings
  - balance the safety needs of pedestrians and traffic flow requirements; and
  - ensure safe operation appropriate to each designated Crossing.

Management & Interpersonal skills

The essential position requirements include:

- Basic oral and written communication and interpersonal skills with clients, members of the public and other employees to:
  - provide verbal reports of faulty crossing infrastructure/equipment to Community Compliance Officers.
  - Provide coherent written notes to Community Compliance Officers, in regards to breaches of Victorian Road Rules, relevant to the School Crossing;
  - Communicate with the school community, in relation to daily activity at crossings;
  - Engage appropriately with community members of cultural backgrounds to provide information in relation to safe use of school crossings and members of the public that may be uncooperative and aggressive at times. Always keep Calm.

Verification & Approvals

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

	Name: Fiona Chisholm	Signature	Date 25/8/2025
Occupant			

Appendix
Core Capability Framework – Team Member

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

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.

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.

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.

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.