

<b>Position Title</b>	<b>Youth Development Officer</b>
<b>Directorate</b>	Community Strengthening
<b>Department</b>	Community Wellbeing
<b>Team</b>	Youth and Family Services
<b>Classification</b>	Band 5
<b>Date</b>	February 2026
<b>Reports to:</b>	Team Leader - Youth and Community Development
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	Youth and Family Services, including other Youth Development Officers and Youth Services staff. Team Leaders and Coordinator of Youth and Family Services. Other Council departments.
<b>External Liaison:</b>	<u>Community stakeholders including:</u> Young people and their families, schools, and the broader education system; employment agencies, government departments, community agencies. Specialist agencies, including Culturally and Linguistically Diverse (CALD).

## Position Objectives

Your primary purpose in this position is:

- Using a Youth Participation framework, assist the Team Leader to successfully plan, coordinate, evaluate and promote a wide range of community development activities and programs that enhance opportunities for young people in the City of Greater Dandenong.
- Under the guidance of the Team Leaders, research and investigate appropriate activities and projects to maximise opportunities for Youth Participation and Engagement.
- Under the guidance of Team Leaders develop, implement, and evaluate innovative programs and projects for young people within the municipality.
- Build and maintain effective relationships with relevant key stakeholders to ensure flexible and responsive programs and services for young people.
- Identify sources of grant funding, sponsorship and assistance for the provision of relevant programs for the diverse needs of young people in the Greater Dandenong community.
- Actively promote youth services and encourage young people's participation in programs and services.

## Key Selection Criteria

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

- Degree or Diploma qualifications in Youth, Community Development, Human Services, or related fields or demonstrated knowledge and relevant experience in the following:
  - current issues affecting young people including risk taking behaviour
  - ability to engage 'highly at risk' young people including young people from CALD communities
  - understanding of Youth Participation principles and a community development framework.
- Demonstrated experience in group programs and events development, implementation, and evaluation.
- Demonstrated ability to write reports to professional standards, collate relevant data and integrate into reports, and use a variety of computer applications including the Microsoft Office suite.
- Demonstrated ability to develop and maintain effective partnerships and networks with key stakeholders.
- Demonstrated experience and commitment contributing to and working within a multidisciplinary team environment.

This position is subject to a satisfactory Functional Capacity Assessment based upon the Physical & Cognitive Requirements Summary set out in this position description. 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 (Employee Check)
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Service provision</b>	<ul style="list-style-type: none"> <li>• Under the guidance of the Team Leader - plan, develop and implement programs and activities that increase young people's skills and confidence so that they can participate in the cultural, social, learning, and economic opportunities in their community.</li> <li>• Undertake program and event evaluation in accordance with Best Practice frameworks and Youth and Family Services' procedures.</li> <li>• Assist the Team Leaders to develop models of youth consultation, participation, and engagement.</li> <li>• Facilitate, support, and develop youth leadership with the members of the Youth Events Committees.</li> <li>• Undertake program administration tasks, including assisting with the development of program proposals and evaluations, project plans, program budgets and maintaining accurate records and statistical information.</li> <li>• Provide information, resources, and where appropriate referrals, to young people and their families to enable them to make informed decisions and fully use resources and services available within the community.</li> <li>• Identify sources of grant funding for the provision of relevant programs for the diverse needs of young people in the Greater Dandenong community.</li> </ul>
<b>Community development and advocacy</b>	<ul style="list-style-type: none"> <li>• Pursue effective relationships with key stakeholders within the community, including schools and community agencies, to support the Youth Services team.</li> <li>• Liaise with other service providers within the region including education and employment, as well as specialist and general youth services to promote sharing of resources and opportunities for collaboration in the provision of services for young people.</li> <li>• Advocate on behalf of young people and Youth Services to ensure appropriate service options for young people.</li> <li>• Participate in, and, where appropriate, develop community networks and working groups.</li> </ul>
<b>Promotion and access to responsive services</b>	<ul style="list-style-type: none"> <li>• Actively promote Youth Services and encourage young people's participation in programs and services through a variety of mediums, including social media.</li> <li>• Under the direction of Team Leaders - develop promotional strategies which inform the local youth sector and community of the breadth of programs/services provided by Council's Youth Services.</li> <li>• Consider the effects on the City of Greater Dandenong of current and emerging needs and trends in the youth sector, development, and changes to state and federal strategic directions, policy, and funding arrangements.</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 Standards</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> <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>Child Safety in practice</b>	<ul style="list-style-type: none"> <li>Understand obligations and act in an appropriate manner with and around children.</li> <li>Promote positive work practices with children.</li> <li>Establish boundaries around acceptable and unacceptable behaviour in relation to children.</li> <li>Adhere to reporting obligations where there is suspected or discovered child abuse.</li> <li>Promote positive work practices with children.</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> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• 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.</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.)

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> – 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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<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> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<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> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – 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"/>
<b>Emotional resilience</b> – 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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – 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 requires more than 10% (on average) daily work rate of manual handling/physical exertion.-
- This position requires a vision test
- This position requires a hearing test

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	Sitting at desk	<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	Using photocopier	<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	Moving around office and to and from client homes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground	N/A	<input type="checkbox"/>	<input checked="" 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	Placing resources in cupboards Working with family members	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body	Placing resources in cupboards Working with family members	<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	Placing resources in cupboards Working with family members	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction	Placing resources in cupboards Working with family members	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet	Placing resources in cupboards Working with family members	<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	Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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	Holding boxes and opening the gate and objects	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>	Case Recording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>	Client homes Offices for meetings	<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	N/A	<input type="checkbox"/>	<input checked="" 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	Placing resources in cupboards Working with family members	<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	Placing resources in cupboards Working with family members	<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	Placing resources in cupboards Working with family members	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg	Carrying equipment and resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Carrying equipment and resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Carrying equipment and resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Carrying equipment and resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Carrying equipment and resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Carrying equipment and resources	<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 direction of the Team Leader - Youth and Community Development and in collaboration with other Team Leaders and the Youth and Family Services Coordinator, undertake research into appropriate activities and projects to maximise opportunities for youth participation and engagement, assisting with the development and delivery of these, including the promotion of the Youth Services to all stakeholders.
- Further to this, identify opportunities for collaboration with other youth services providers throughout the south eastern region and provide research results to the Youth Service management team for action.
- The freedom to act in relation to these is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Provide specialist advice to clients and coordinate related program resources under the close supervision of relevant Team Leaders within clear objectives, guidelines and budgets of the Youth and Family Services unit.
- Coordinate ongoing group programs and support individual client's needs in conjunction with Team Leaders across Youth Services, adhering to relevant regulations and legislation relevant to the provision of youth services.
- Contribute to the development of policy and procedures for the Youth Services unit.
- Any decisions made and actions taken by the incumbent may have significant effects upon individual clients but are always subject to appeal or review by Youth Services Team Leaders and/or the Coordinator of Youth and Family Services.
- Where providing direct support and assistance to Youth Services Team Leaders and/or the Coordinator of Youth and Family Services, the freedom to act is not limited simply by Youth Services standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Youth Services Team Leaders and/or the Coordinator of Youth and Family Services.

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

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined, but may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems encountered by youth workers are occasionally of a complex or technical nature with solutions not related to previously encountered situations and therefore some creativity and originality is required to develop effective solutions.

#### Independently:

- Provide appropriate engagement and referral of clients to services where required.
- Implement a range of programs and events specific to young people within the municipality.
- Research and implement responsive approaches to identified needs as required.

#### With Input from Team Leaders and the Coordinator:

- Develop a range of programs and events.
- Determine the ongoing needs of young people and resulting changes required to the directions of support services and programs.
- Liaise with the Team Leaders and the Coordinator of Youth and Family Services on decisions relating to development of programs and individual client issues that may arise.

#### Recommends and Identifies to Team Leaders and the Coordinator:

- Activities and projects that address the ongoing participation and engagement needs of young people and/or improve existing support services and programs.

#### Guidance:

- Decisions are to be made in accordance with Youth Services unit policies and procedures with guidance and advice usually being available from the Team Leaders and/or Coordinator Youth and Family Services within the time required to make a choice.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- This position requires an understanding of the long-term goals of the unit and appreciation of the goals of the organisation along with the ability to liaise, facilitate outcomes and advocate for young people and their families in order to provide responsive services for young people.
- This position requires the ability to liaise with a wide range of services and individuals including specialist services and, where interpreting regulations, also requires an understanding of the underlying principles involved as distinct from the service processes.
- This position requires knowledge and skills in youth participation principles as distinct from the practices in order to assist in developing, implementing, and evaluating activities that increase young people's skills and confidence so that they can participate in the cultural, social, learning and economic opportunities in their community.
- Skills and knowledge of program and event planning, implementation and evaluation and awareness of current and relevant Best Practice frameworks when working with young people.
- An understanding of the role and function of the Team Leaders / Coordinator Youth and Family Services to assist with the preparation of the Youth Services budget, reports for Council and funding bodies as required.

## Management & Interpersonal skills

The essential position requirements include:

- Effectively manage time, setting priorities, planning, and organising one's own work in accordance with Youth Services team needs, group work and community liaison, to achieve specific and set objectives of the Youth and Family Services business unit in the most efficient way possible within the resources available and within set time frames.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- The ability to prepare and write reports on key projects undertaken is also a requirement of this position.

## 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 – 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

- Accepts personal responsibility for outcomes within their control

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

- 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.

