

Position Title	Community Response Officer / Taskforce
Directorate	City Futures
Department	Community Compliance and Amenity
Team	Community Compliance
Classification	Band 5
Date	February 2026
Reports to:	Coordinator Community Compliance
Supervises:	NIL
Internal Liaison:	Manager Community Compliance & Amenity, Director City Futures, Coordinator Community Compliance, Parking, Animal Rangers, Administration, Council's Prosecutor.
External Liaison:	Victoria Police, courts, residents / landowners, businesses, the general public, State Government agencies i.e., EPA, Melbourne Water.

Position Objectives

Your primary purpose in this position is to:

Support Greater Dandenong City Council in delivering effective community compliance and amenity outcomes by undertaking regulatory, investigative and customer-focused activities in accordance with relevant legislation, Local Laws and Council policies.

The role contributes to maintaining public safety, protecting community amenity and supporting a safe, inclusive and well-managed municipality, while assisting Council to achieve the objectives of the Council Plan and broader community safety and wellbeing priorities.

Key Selection Criteria

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

- Certificate 4 in Government (Statutory Compliance) preferred together with relevant enforcement experience.
- Demonstrated advanced application of professional or technical knowledge including relevant regulatory services Codes of Practice, legislation, regulations, and knowledge acquired through relevant experience to solve complex and/or technical problems using creativity and originality as well as ensuring compliance with and enforcement of the Local Government Act, Animal Management legislation and other legislation related to local government.
- Demonstrated ability to effectively manage time and set priorities to achieve daily work tasks and workload, within the resources available and within a set timetable.
- When providing direct support and assistance to more senior Community Compliance employees, an understanding is required of the role and function of these employees as well as an understanding of the long term goals of Community Compliance and an appreciation of the goals of Council.
- Advanced interpersonal, verbal and written communication skills, delivering Community Compliance services, writing reports in field of expertise, and preparing specialised external correspondence.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to any 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
- ☒ ongoing First Aid (Level 2)
- ☒ ongoing Cardiopulmonary Resuscitation (CPR)

Position Specific Responsibilities and Skills

In this position you are responsible for:

Local Laws	<ul style="list-style-type: none"> • Collaborate with external agencies, such as Victoria Police and the Sheriff's Office, to conduct joint operations aimed at ensuring compliance with Council's Local Laws, Road Rules, and the EPA Act. These partnerships help strengthen enforcement efforts and foster a coordinated approach to community safety and environmental protection. • Monitor and patrol streets, parks and other public areas in the municipality to ensure compliance with local laws and other relevant legislation. • Assist with the administration, enforcement, and supervision of Council's Local Laws Permit program. • Receive, investigate and, where necessary, issue court proceedings for alleged breaches of Local Laws and other relevant legislation.
Fire Prevention	<ul style="list-style-type: none"> • Conduct specific inspections pertaining to fire hazards. • As informed by Codes of Practice, prepare and issue Compliance or Infringement Notices and/or court proceedings for alleged breaches.
Parking Control	<ul style="list-style-type: none"> • Monitor and patrol all streets in the municipality on a regular basis, to ensure compliance with Road Safety (Road Rules) Regulations 1999 and related Local Laws.
Animal Management	<ul style="list-style-type: none"> • As required by the work plan, monitor and patrol streets and other areas in the municipality to ensure compliance with Domestic Animals Act. • Receive, investigate and where necessary issue court proceedings for alleged breaches of the Domestic Animals Act.
School Crossings	<ul style="list-style-type: none"> • Assist with daily monitoring of School Crossing Supervisor activity, to ensure timely attendance at crossings and safe conduct for children crossing roads. • May assist with the operational requirements of covering school crossings to ensure community safety and service continuity.
Prosecutions	<ul style="list-style-type: none"> • Issue infringements and/or summonses, to bring alleged offenders before courts. • When required, appear at court as informant.
Working out of hours	<ul style="list-style-type: none"> • This position may require participation in an on-call, stand-by 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 a relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected they 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.

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	<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.
Child Safety	<ul style="list-style-type: none"> 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	<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"> 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.

Inherent requirements of the position

These are the essential requirements of this position:

- This role may be subject to work related contact outside of normal business hours.

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 type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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.					
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 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%
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to self, including static positions		<input type="checkbox"/>	<input checked="" 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 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 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 checked="" type="checkbox"/>	<input 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 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 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 responsible for:

- The quality and effectiveness of their work to meet key performance indicators, including completing allocated notices, actions, and correspondence to meet corporate and statutory obligations within agreed time limits.
- Compliance with the relevant Acts, policies, procedures, practices, and systems, including building and maintaining current knowledge of rapidly changing legislation and associated codes.
- Undertaking patrols and School Crossing supervision duties in a range of weather conditions, including severely inclement weather conditions, with the freedom to act subject to close supervision or to clear guidelines.
- Dealing with issues in a courteous, firm, fair and reasonable manner in circumstances which, at times, can be challenging or difficult to manage.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined and involve solving problems, using procedures regulations, policies and guidelines and the application of professional and/or technical knowledge, or knowledge acquired through relevant experience.
- Provide feedback wherever appropriate to improve work processes and customer service, within the team.
- Problems are occasionally of a complex or technical nature and should be discussed with the coordinator before action is taken, to ensure compliance with relevant legislation, regulations, procedures and policies. Solutions will not necessarily be related to previously encountered situations and therefore some creativity and originality is required.

- Guidance and advice are always available from the Coordinator Community Compliance and Senior Officers, as necessary, particularly where significant deviations from standard operating procedures or protocols may occur.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Understanding of the relevant technology, procedures and processes used within the operating unit.
- Interpretation of regulations that requires an understanding of the underlying principles involved as distinct from the practices.
- Understanding of the role and function of the senior employees to whom they provide support an understanding of the long-term goals of the unit and appreciation of the goals of the organisation.
- Proficiency in the application of standardised procedures practices, legislation and regulations and an understanding of relevant precedents, previous decisions.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances 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.
- Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and training and development.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- Write reports in field of expertise and prepare external correspondence.

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			

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

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.

