

Position Description

Position Title	Community Safety Officer
Directorate	City Futures
Department	City Works
Team	Fleet, Civil & Facilities
Classification/Band	Band 5 (Physical)
Month/Year	June 2026
Reports to:	Team Leader Facilities & Security
Supervises:	Nil
Internal Liaison:	All departments
External Liaison:	Library patrons and general public Victoria Police External contractors and consultants Neighbouring tenancies including Government Services Buildings

Position Objectives

Your primary purpose in this position is to:

- Monitor and patrol Council's civic precincts, including libraries and other facilities, to help maintain safe, welcoming and well-managed community spaces while supporting the protection of Council assets.
- Support the prevention of loss or damage to Council and private assets within civic precincts through proactive monitoring and responsive action.
- Provide responsive, respectful and high-quality assistance to community members, visitors and Council employees.
- Contribute to the effective operation and continuous improvement of safety and security systems and infrastructure across civic precincts.

Key Selection Criteria

In addition to the 'Qualifications and Experience' section below, you demonstrate the below experience and skills:

Essential

- Qualification in Criminal Justice, Security, Risk Management or a related field, or equivalent relevant experience. A Certificate III/IV in Security and Risk Management and/or a current Security Guard license (Unarmed Guard and/or Control Room Operator) is required.

Relevant experience should include:

- providing community safety or security services, including responding calmly and effectively in challenging situations
- applying and interpreting regulations, Local Laws, policies and procedures,
- prioritising tasks, planning workloads and working effectively both independently and collaboratively, undertaking investigations, engaging with witnesses and affected persons, and preparing clear and accurate enforcement or incident documentation.
- Availability to work evening and weekend shifts, and reasonable overtime as required.

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:

Safety and Security patrols and monitoring	• Work collaboratively within an allocated work program to monitor and patrol civic precincts, supporting safe, respectful and welcoming environments for visitors, customers and staff • Maintain a visible and approachable presence within libraries and civic facilities to support the safety, confidence and wellbeing of community members and employees. • Engage respectfully with community members, visitors, employees, contractors and other stakeholders to provide guidance and education regarding Council safety and security procedures. • Where required, undertake compliance or enforcement activities in accordance with Council policies, procedures and Local Laws. • Support the administration and implementation of Council's customer behaviour standards in a fair, consistent and respectful manner. • Where required, undertake investigations and engage with witnesses and affected persons in a professional, respectful and trauma-informed manner. • Respond appropriately to reports of behaviour that does not comply with Library Conditions of Entry or Council facility requirements. • Conduct scheduled inspections and patrols of safety, security and access infrastructure, including but not limited to: • facility access and exit points for pedestrians and vehicles • CCTV and monitoring systems • alarm systems and security infrastructure • visitor and contractor access areas • plant and equipment • public access areas including libraries, foyers, meeting rooms and civic spaces Record and report faults, hazards or damage identified during inspections and patrols. • Contribute to continuous improvement initiatives relating to safety, security and public. • Perform the role of Building Emergency Officer (Chief Warden) when required. • Prepare timely, accurate and detailed incident reports relating to safety, security or equipment issues. • Support the development and delivery of customer behaviour, community safety and precinct security initiatives. • Provide safety and security advice, support and assistance to employees and teams working across Council precincts. • Maintain accurate daily activity and incident records. • Compile incident data and prepare regular operational and reporting summaries as required.
Customer Service	During business hours, provide welcoming and responsive concierge and customer support services to community members, contractors and visitors across civic precincts. These services will include, but not be limited to: • assisting community members and visitors to access appropriate services and facilities • providing information and guidance regarding Council, community and commercial services within the precinct • supporting visitor and contractor sign-in and access processes • providing inclusive assistance and support to people of all abilities

	building and maintaining positive relationships with regular users of civic facilities, including students, community groups, commercial tenants and Council employees.
Working out of Hours	- 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 the relevant/applicable allowance will be paid. - If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.
First Aid Activities	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 found on The Source > [Capability Framework | Greater Dandenong Council](#)

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 found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

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: - 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	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:

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 on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (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		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>errors and ensure accuracy</i>					
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 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		☐	☒	☐	☐

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (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		☐	☐	☐	☒
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		☐	☒	☐	☐
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		☐	☒	☐	☐
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		☐	☒	☐	☐
10.1 – 15kg		☐	☒	☐	☐
15.1 – 20kg		☐	☒	☐	☐
Lift floor to hip		☐	☒	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

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:

- May supervise resources and / or give support to more senior employees.
- Where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.
- Are accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans under their control and for the safety and security of the assets being managed.
- If supervisory responsibilities are also required, ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- However, problems in this Band are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and counsel may be available within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Supervisors in this Band require a thorough understanding of the relevant technology, procedures and processes used within their operating unit.
- Require an understanding of the role and function of the senior employees to which they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the long term goals of the wider organisation.
- Require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

Management & Interpersonal skills

The essential position requirements include:

- Require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Requires an understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees or groups of employees.
- Expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

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			