

## Position Description

<b>Position Title</b>	<b>Works Inspector</b>
<b>Directorate</b>	City Futures
<b>Department/Business Unit</b>	Infrastructure Services
<b>Team</b>	Works
<b>Classification</b>	Band 4
<b>Date</b>	November 2024
<b>Reports to:</b>	Works Planning Coordinator
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	Manager Infrastructure Services, Service Unit Leader Works & Fleet, Team Leader Works, Works Planning Coordinator, Customers, Technical Staff in other departments
<b>External Liaison:</b>	Customers, Technical / Maintenance staff, Contractors, Utility Authorities, Road Governing Authorities.

### Position Objectives

Your primary purpose in this position is to:

- Undertake duties in a manner that achieves agreed organisational service standards and improves the functionality and appearance of the city's roads and drainage network and enhances customer perceptions about Council's service delivery and public places
- Inspect and assess Council's road reserve and drainage network, to establish the scope of work required to meet Council's Service Standards.
- Provide timely and professional responses to customer requests and service issues across the Works operational area inclusive of an analytical approach to any investigations.
- To assist in works supervision and provide technical advice to staff and contractors

### Key Selection Criteria (Qualifications and Experience)

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

- A relevant trade qualification (Cert 111 or Cert 1V) as well as a minimum of a post-trades certificate (e.g. special class trades) or equivalent and/or will in addition have completed a TAFE certificate course or acquired considerable equivalent field experience in a similar role. This experience should include:
  - Experience and knowledge of roads, drains, footpath infrastructure, road construction, drainage maintenance, asset management and mobile technology
  - Sound technical knowledge, understanding and experience in civil works, including quality standards and safe work practice requirements, with a working knowledge of relevant legislation, policies and procedures and ability to use technology to carry out role (i.e. Council's Works Management System).
- Demonstrated ability to make sound decisions on the spot with limited input from others.
- Proven interpersonal skills which will enable the advocacy of positive outcomes and to build excellent work relationships.
- The ability to appropriately manage time and workloads according to predetermined priorities, to meet deadlines and be available to perform 'on-call' shifts on a rotating basis.
- Clear, concise and accurate literacy skills suitable for letter and short report writing along with computer skills in Microsoft Office or similar, suitable to the role

As part of the 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
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Heavy Rigid Victorian Driver’s Licence
- ongoing First Aid and CPR (specify), including:
  - Provide First Aid (Level 2)
  - Provide First Aid in an Education and Care Setting
  - First Aid Management of Anaphylaxis

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Customer Requests</b>	<ul style="list-style-type: none"> <li>• Investigate customer requests within corporate timeframes.</li> <li>• Inspect assets within the road reserve in response to customer requests and Council’s proactive maintenance programs.</li> <li>• Assess conditions of assets against organisational service standard intervention levels and specifications.</li> <li>• If required, respond to customers both verbally and in writing in a courteous, professional and timely manner.</li> <li>• Maintain accurate records and undertake administrative tasks in accordance with Council requirements using Council’s designated systems.</li> </ul>
<b>Proactive Inspection Program</b>	<ul style="list-style-type: none"> <li>• Undertake proactive inspection programs of Council’s road and drainage assets as directed by the Works Planning Coordinator.</li> <li>• Assess conditions of assets against organisational service standard intervention levels and specifications and prescribe any corrective works required.</li> <li>• Maintain accurate records and undertake administrative tasks in accordance with Council requirements using Council’s designated administrative systems</li> <li>• Determine the condition of assets or the occurrence of service failure and prescribe corrective works.</li> </ul>
<b>Works</b>	<ul style="list-style-type: none"> <li>• Supervise works on Council’s road reserve and drainage network infrastructure as required by Team Leader Works Service Unit.</li> <li>• Support the Works Service Unit by identifying parties responsible for damage to Council assets.</li> <li>• Provide technical advice and direction to staff and contractors</li> <li>• This position may require participation in a stand-by 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, then the relevant/applicable allowance will be paid.</li> <li>• If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.</li> </ul>
<b>Technical Direction and Advice</b>	<ul style="list-style-type: none"> <li>• Provide professional advice to staff and clients on program delivery issues across the Works operational area.</li> <li>• Assist the Team Leader by ensuring Works staff &amp; Contractors fully understand how to effectively and safely carry out allocated tasks to defined quality standards,.</li> <li>• Challenge existing operational methods.</li> </ul>
<b>Quality, OH&amp;S, Environmental</b>	<ul style="list-style-type: none"> <li>• Operate within the Works Services quality, safety and environmental management systems.</li> </ul>

<b>and Specification Compliance</b>	<ul style="list-style-type: none"> <li>• Assist in the development, implementation and regular review of SOP's and SWMS for all Works Services Inspection activities.</li> <li>• Ensure compliance with the Road Management Act 2004 &amp; Council's Road Management Plan (and other relevant codes of practice) whilst working in the road reserve.</li> <li>• Ensure Council policies and procedures are followed with integrity and compliance.</li> <li>• Ensure service standards and response times are met.</li> <li>• Communicate with technical staff in other departments and external Utility Authorities.</li> <li>•</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Ensure all customer requests are inspected/investigated and completed within the set timeframes and customers informed.</li> <li>• Ensure customers are treated professionally and courteously at all times.</li> <li>• At all times, maintain confidentiality regarding employees, ratepayers and customers.</li> </ul>
<b>First Aid Activities</b>	<p>Staff are responsible for:</p> <ul style="list-style-type: none"> <li>• Undertake the role of first aid certified officer (FACO) and administer first aid in line with job requirements and OHS First Aid Operational Procedure</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.

## 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>Child Safety</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> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>

<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures</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.

### Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

### Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours

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	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</i>		<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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – <i>required to</i>		<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	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>exercise sound decision making while completing all aspects of the position</i>					
<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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 does not require more than 10-15% manual handling/physical exertion
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position	while driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps	inspecting assets and jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps	inspecting assets and jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<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	inspecting assets and jobs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	inspecting assets and jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet	Equipment and materials up to 25kg using hand and power tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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	Steering Wheel	<input checked="" type="checkbox"/>	<input 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	Gross grasp on laptops and tablets. Variety of grips & couplings applying minor-maximum forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>	On keyboard	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>	Inspecting various assets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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	Equipment and materials up to 25kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions	Equipment and materials up to 25kg using hand and power tools	<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	Equipment and materials up to 25kg	<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	Traffic cones & various equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
5.1 – 10kg	Safety signs, equipment, hand tamper, absorbent mix, lifting pit lids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Pit lids, cold mix	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Pit lids	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Pit Lids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	Cold mix, absorbent, tools	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Open & close pit lids	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position: Band 4

### Accountability and Extent of Authority

The position is directly held responsible for:

- Expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.
- May exercise high precision trade skills related to civil works maintenance practices using various materials and/or specialised techniques
- Provides Technical advice on works issues.
- Ensures works undertaken are in accordance with organisational service standards. Works within Council policies and procedures.
- Identifies and ensures risk issues are referred appropriately

### Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

#### Independently:

*Required to make well thought through, sound judgements and decisions on:*

- Appropriate interpretation and application of Council's service standards and intervention levels in the field.
- Objectives of the work are well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- The process often requires the quantification of the amount of resources needed to meet those objectives.
- Selection and quantification of resources required for maintenance and development of work.
- Investigation of possible causes of damage to Council assets and actions to recover costs.
- Provision of information to Public Government Authorities and Contractors within the framework of relevant Council policy & specifications.
- Identification of appropriate, scope of works to meet Council's service standards and to enable response to customer requests.
- Provision of technical and service delivery advice to customers within the scope of the position.

#### Recommends and identifies

- Improvement to Service Standard Specifications for better service delivery.

- Improvement to Safe Work Methods Statement (SWMS), Standard Operating Procedures (SOP's) Model Safety Measures and the introduction of new technology.
- Actions to resolve major problems and issues to the Works Planning Coordinator and Team Leader Works Service Unit.

With Input

- Direction of work requests which are outside service standards following consultation with appropriate stakeholders and approval from the Works Planning Coordinator or Team Leader Works Service Unit.
- Assists with the review and preparation of SOP's and SWMS.
- Assists with the improvement of systems and processes.

Guidance

- Works under direction from the Works Planning Coordinator and Team Leader Works Service Unit. Guidance and counsel are always available within the time available to make a choice.
- The Works Inspector's execution of duties are monitored by the Works Planning Coordinator and Team Leader Works Service Unit to ensure agreed standards are constantly achieved.

**Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- A thorough understanding of
  - The relevant technology
  - Civil works activities
  - Infrastructure maintenance
  - Risk management principles
  - Procedures and processes used within their operating unit
  - Road Management Act and other relevant legislation
  - Codes of practice and industry standards
- Safe and competent operation of plant and equipment.
- Intermediate level of IT competency & have the ability and skills to provide training in the post-trades or specialist disciplines either through formal training programmes or on-the-job training.

**Management & Interpersonal skills**

The essential position requirements include:

- Effective planning and programming capacity at least a week in advance in planning works, monitoring effectiveness and contractors and ensuring quality controls.
- Effective time management and facilitation skills to meet tight deadlines.
- Ability to gain co-operation and assistance from members of the public, residents, staff, contractors, suppliers, colleagues, stakeholders and line management in the performance of well-defined Works activities.
- May also be expected to write reports in their field of expertise.

**Verification & Approvals**

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

	Name	Signature	Date
Occupant			



### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

### 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.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

### 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.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

### 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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

### 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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

### Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

	<ul style="list-style-type: none"> <li>• Responds appropriately to client/customer requests and/or complaints</li> </ul>
<b>Self-management</b>	
Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	<ul style="list-style-type: none"> <li>• Accepts personal responsibility for outcomes within her/his control</li> <li>• Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience</li> <li>• Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement</li> <li>• Models Greater Dandenong's ethical and organisational standards</li> <li>• Acts decisively during times of ambiguity and pressure</li> </ul>
<b>Safety, health and wellbeing</b>	
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	<ul style="list-style-type: none"> <li>• Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing</li> <li>• Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives</li> <li>• Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture</li> </ul>

## 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.

