

Position Description

Position Title	Waste Education Officer
Directorate	<u>City Futures</u>
Department/Business Unit	Infrastructure Services
Team	Waste and Cleansing
Classification	Band 5
Date	December 2024
Reports to:	Team Leader, Waste Services
Supervises:	Nil
Internal Liaison:	Team Leader Waste Services, Service Unit Leaders, Waste and Cleansing staff, customers, technical staff in other departments.
External Liaison:	Contractors, Community Groups, Schools, Industry Organisations, Waste Specialist bodies

Position Objectives

Your primary purpose in this position is to:

- To develop and implement waste minimisation, resource recovery, recycling and litter educational and promotional programs incorporating;
 - Development and maintenance of strategic alliances for waste minimisation, resource recovery, recycling, and litter educational and promotional campaigns
 - Building effective partnerships with key stakeholders to deliver an effective waste minimisation resource recovery, and recycling program and service.
 - Promoting a positive waste minimisation culture by facilitating awareness and education to staff, contractors, and line management.

Key Selection Criteria

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

1. Relevant degree or diploma course, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this role. Relevant experience should include:
 - Demonstrated experience in developing and delivering community engagement and education programs, including working with CALD communities, schools, community groups and the business sector.
 - Demonstrated experience in successfully obtaining and acquitting grants; and
 - Demonstrated ability to work in a team environment and gain cooperation and assistance of other team members and Council management and staff.
2. Demonstrated ability to effectively manage time to achieve daily work tasks and workload, clearly plan, prioritise, and organise work, within resources available and within a set timetable.
3. Demonstrated willingness and capability to work evenings and weekends for the delivery of community engagement and education programs.
4. Demonstrated excellent customer service skills including the ability to gain cooperation from others and diffuse difficult inter-personal situations/ confrontations in a tactful and personal manner.
5. Demonstrated well developed skills in oral and written communication, including the ability to effectively use computer software and systems including the Microsoft Office suite and other relevant databases.

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
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<p>Programs development, delivery and review</p>	<ul style="list-style-type: none"> • Develop and implement effective waste minimisation and resource recovery education programs and promotional campaigns to targeted groups. • Develop and implement education programs and promotional campaigns to clarify behavioural changes identified for targeted groups in the following areas. <ul style="list-style-type: none"> • Kerbside rubbish collection • Kerbside recycling collection • Kerbside Food Organics and Garden Organics collection • Hard waste collection • Litter reduction programs. • Develop and implement marketing materials, incorporating social media, digital media, printed publicity materials, events material for use on Council's internet/intranet sites and presentations. • Ensure programs are monitored, reviewed, and revised to ensure effectiveness, including interrogation of waste and recycling data, other KPIs, observations and feedback. • Ensure Council policies and procedures are followed with integrity and compliance. • Provide specialised advice and produce reports on Waste issues.
<p>Process/ program improvement and reporting</p>	<ul style="list-style-type: none"> • Conduct reviews of Waste Audit processes as required • Monitor and report on programs measures and outcomes. • Assist with the ongoing improvements to systems, procedures, and contract specifications. • Investigate, seek, and apply for grant funding opportunities to fund programs and initiatives. • Maintain recycling, food organics and garden organics waste and general waste statistics for internal and external reporting. • Annually review educational materials for the recycling and waste contracts and develop plans for efficiency improvements considering short and long term issues and impacts. • Recommend improvements to contract specifications, service charters, business plans, work systems, financials and programs.
<p>Stakeholder engagement</p>	<ul style="list-style-type: none"> • Develop and maintain strategic alliance with stakeholders for the development, delivery and review of waste minimisation, resource recovery and litter strategies, programs and promotions. • Consult with, deliver waste minimisation, and resource recovery education programs to: <ul style="list-style-type: none"> ○ Kindergartens, early learning centres, primary and secondary schools ○ Sporting Clubs and Event organisers ○ Internal Council Departments ○ Community organisations and Cultural and Linguistically Diverse communities <p>Network and partner with the following groups to develop and deliver waste minimisation and resource recovery education programs and promotional</p>

	<p>campaigns.</p> <ul style="list-style-type: none"> ○ Council departments and other councils ○ Sustainability Victoria ○ Council's Waste and Recycling Contractors ○ Recycling Victoria
Service Delivery	<ul style="list-style-type: none"> ● Supervise contracts and contractors and monitor Contractors Service Delivery of Council's Waste and Recycling Service ● Investigate and resolve operational problems with collection contractors ● Promote a positive image by demonstrating professionalism, ethical work standards and integrity. ● Raise the profile of waste recycling and sustainable consumption ● Diffuse difficult inter-personal situations/ confrontations in a tactful and personal manner. ● Identify issues and in consultation with service providers, customers and key stakeholders resolve service delivery problems. ● Recommend and make variations to service standards in response to customer feedback
Teamwork	<ul style="list-style-type: none"> ● Work with others to gain cooperation and assistance of other team members and Council management and staff. ● Provide support, assistance and advice to management and staff as required and within scope of knowledge, skills and expertise whilst managing own workload and priorities

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:

Emergency Management	<ul style="list-style-type: none"> ● Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> ● Understand obligations and act in an appropriate manner with and around children. ● Promote positive work practices with children. ● Establish boundaries around acceptable and unacceptable behaviour in relation to children. ● Adhere to reporting obligations where there is suspected or discovered child abuse
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.

	<ul style="list-style-type: none"> 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 Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

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

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%
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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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"/>
		<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%
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		<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"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 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%
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input type="checkbox"/>	<input checked="" 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"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to oneself, 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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"/>

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:

- Effectively facilitate the waste minimisation, recycling and litter promotional/educational programs

- Providing quality specialised advice and report on Waste issues, subject to close supervision or to clear guidelines
- Actions which incorporate professionalism, ethical work standards and a high level of integrity
- Meeting Business Plans to achieve corporate and departmental objectives.
- Effective planning, work allocation, workflows, performance, quality controls
- Ensuring contract management is in accordance with corporate standards.
- Ensuring Council policies and procedures are followed with integrity and compliance and continuous improvement principles are applied.
- Excellent customer service standards are applied, and outstanding issues are resolved.
- The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
- Whatever the nature of the position, employees in this Band 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.

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

- Application of subject matter expertise, advice and recommendations.
- Allocation of priority and time to meet work demands.
- Supervising contracts and contractors.
- Resolving customer requests.
- Seek opportunities for external funding.
- Investigate and resolve operational problems using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice

With Input

- Works under direction from the Team Leader, Waste Services.
- Resolve issues efficiently, with minimal impact and quickly before they escalate.
- Consider long and short-term impact issues.
- Develop training and education programs to maximise awareness.
- Develop plans for efficiency improvements.

Recommends

- Programming and format of publicity, event and functions.
- Variations to Service Standards.
- Improvements to contract specifications, service charters, business plans, work systems, financials and programs.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Experience and skills in waste minimisation, recycling and litter promotional/educational programs
- The capacity to educate, influence and modify behaviours.
- Experience in training and presenting to groups, incorporating design, development and implementation of programs.
- The capacity to effectively manage time, establish priorities and achieve business outcomes, despite conflicting presses

- Proficiency in Microsoft Office Suite, Word, Excel and PowerPoint for Windows.
- Skills in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- An understanding of the role and function of the senior employees to whom support is provided.
- An understanding of the long-term goals of the unit and appreciation of the goals of the organisation.

Management & Interpersonal skills

The essential position requirements include:

- Relationship and influencing skills to educate, teach and facilitate sustainable change in habits.
- Problem solving capacity to resolve complaints and disputes in relation to contractor’s service delivery.
- Effective liaison skills to deal with stakeholders and enable the resolution of specialised waste, quality and safety assurance matters.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, advocacy, facilitation and customer service.
- A “can do” approach which incorporates professionalism, ethical standards and integrity.
- Presentation skills to deliver programs to groups with clarity and impact.
- 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
- The 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.
- Ability to write reports in field of expertise and/or to 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			

Appendix

Core Capability Framework – Team Member

Relationship Management

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

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams.
- Contributes effectively to team meetings.
- Demonstrates commitment to team decisions.
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team.
- Prioritises work based on the needs of the team.
- Shares relevant information as and when appropriate.
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development.
- Seeks feedback with a view to personal and professional development.
- Looks for opportunities to grow skills and knowledge.
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work.
- Responds flexibly to change.
- Shows resilience in times of change.
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues.
- Ensures tasks are consistently completed to the required standard.
- Responds promptly and appropriately to requests for service.
- Consistently follows established practices and procedures

Service focus

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

- Is friendly and responsive to clients/customers.
- Strives to deliver quality client/customer outcomes.
- Deals with client/customer issues with concern and a sense of importance

Self-management

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

- Accepts personal responsibility for outcomes within their control.
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience.
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement.
- Models Greater Dandenong's ethical and organisational standards

- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing.
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others.
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

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.

