

Position Title	Maternal and Child Health Nurse Team Leader
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing
Team	Maternal and Child Health
Classification	MCH plus qualification and Team Leader Allowance
Date	March 2025
Reports to:	Coordinator Maternal and Child Health (MCH)
Supervises:	MCH Nurses, Early Parenting Practitioners, Peer Educators, Social Workers, other Allied Health Professionals employed within the MCH Service.
Internal Liaison:	MCH team, MCH Team Leaders and Coordinator MCH, Community Wellbeing staff and other departments in Council.
External Liaison:	Clients, Municipal Association of Victoria, Latrobe University / RMIT / Federation University, Department of Health, Department of Families, Fairness and Housing, Department of Education, The Orange Door, Child Care and Preschool providers, Monash Community Health Service, Medical practitioners, Hospitals and Community agencies, MCH Teams in other municipalities, NDIS Services, other local agencies that support families.

Position Objectives

Your primary purpose in this position is to:

- To ensure the Maternal and Child Health (MCH) and the Enhanced MCH Service fulfils the Department of Health MCH Program Guidelines and Program Standards, City of Greater Dandenong MCH Protocols requirements and all legal obligations by:
 - providing mentoring and supervision to MCH staff as required and agreed with the Coordinator MCH,
 - acting as the primary contact point for the MCH service, to enable the provision of integrated, holistic, and responsive MCH Programs,
 - achieving the provision of an assertive MCH Service which includes the Enhanced and Outreach programs, where families are not using centre-based services, by proactive engagement with clients to determine most suitable service delivery to maximise accessibility of the MCH service to CGD families,
 - developing working relationships and partnerships with community and government funded community agencies, including The Orange Door and Child Protection services to improve outcomes for vulnerable children and families in the CGD community; and
 - representing the organisation as a member of the CGD MCH Leadership team, and the broader CGD Community Wellbeing team, participating and contributing as required.

Key Selection Criteria

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

- Current Victorian registration as a Division 1 Nurse with Midwifery endorsement and Maternal and Child Health qualifications, along with:
 - significant relevant specialist knowledge and experience working with families with young children and of the Victorian Maternal and Child Health Program inclusive of the Enhanced MCH program and the Sleep and Settling Program; preferably with:
 - experience working within a multicultural community; and
 - knowledge of relevant issues and legislation pertinent to Universal and Enhanced MCH practice and administration; preferably with:

- previous experience in local government.
- Demonstrated ability to work as an effective team member in a multidisciplinary team, including a 'can do' attitude, embracing new ideas and initiatives to promote service integration.
- Demonstrate team leadership, management and supervision skills including an ability to mentor and support professional development, manage time and prioritise own and other's workload.
- Commitment to professional development through identifying specific developmental activities which may include attending MCH meetings and conferences, and complying with the requirements for maintaining Nursing and Midwifery Registration and supporting other staff to gain such registrations/certifications to meet Council needs.
- Excellent interpersonal, verbal, and written communication skills especially when working with relevant all stakeholders, as well as writing reports and submissions using a variety of computer applications, including the Microsoft Office suite of programs, and the CDIS database.

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) 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:

Service Provision	<ul style="list-style-type: none"> • To work within the team, ensuring the provision of Universal and Enhanced MCH services to all families inclusive of complexities and enabling parents to access the range of activities provided through the early years' services, maintaining confidentiality as per legislative requirements. • To identify the needs of the families and facilitate, in consultation with staff and management, the development of specific programs to address the needs of a range of issues e.g., isolation, lack of parenting experience and skills, language difficulties with CALD families, developmental difficulties in children. • In conjunction with the Coordinator and Maternal and Child Health Leadership - develop programs that meet the identified needs of the community e.g., Breastfeeding, Young Parents Groups etc..
Staff Support	<ul style="list-style-type: none"> • To act as a MCH resource to staff and management in providing or enabling the provision of health and parenting information, immunisation and first aid support inclusive of maternal and child health and wellbeing and family functioning. • To be available to staff to support them with identified needs on an ad hoc basis, both individually and as a group. • To act as a supportive supervisor to other MCH staff, providing advice as required and carrying out Performance Development and Planning (PDP) and Performance Management processes as and when needed.
Service Improvement	<ul style="list-style-type: none"> • To contribute to the development of CGD protocols, procedures and policies related to the integration of CGD MCH service provision at early years' services and other centres more broadly. • To directly promote and provide the MCH Service to families, in accordance with all relevant legislation, service standards and codes of practice and be available to work across any MCH centres or assist in other program areas.
Partnerships	<ul style="list-style-type: none"> • To positively support and adopt, promote, and facilitate, effective change within the MCH team to promote the successful integration of MCH services with other early years' service and centres.

	<ul style="list-style-type: none"> • Develop new strategies for provision of MCH services integrated with other early years services and activities and other centres where appropriate. • Liaise and work with CGD team, colleagues and refer families as required to activities provided by the CGD MCH team e.g., baby and toddler parenting groups, breast feeding support outreach, the Enhanced MCH team, the Outreach MCH service, Immunisation program, Sleep and settling session, Young Mums Group, Dad's night, playgroups etc... To liaise with other health, welfare, and education professionals, so that when specific issues are identified, appropriate and accurate outcomes can occur. • To liaise with staff and supervisory staff of agencies, including Child Protection, The Orange Door, and agencies with whom the team is working in partnership, to ensure quality standards and effective services are maintained and risk mitigation is highlighted. • Liaise with tertiary education institutes and students to promote the Maternal and Child Health Service and grow staffing for the future.
Working out of Hours	<ul style="list-style-type: none"> • This position may require participation in an on-call 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	<p>Managers are responsible for:</p> <ul style="list-style-type: none"> • ensuring that there is adequate coverage for the provision of First Aid within their work area • providing for the continuity of training of Designated and First Aid Certified Officers DFAOs and FACOs • the supervision and effective execution of their duties. • 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.

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.

	<ul style="list-style-type: none"> • 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. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> • Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
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. • 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"> • 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.

Inherent requirements of the position

This role may be subject to work related contact outside of normal business hours. (Refer to *Working Out of Hours* under position specific Requirements.)

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

Not required.

- This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

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 checked="" type="checkbox"/>	<input 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"/>
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 type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice					

Physical Requirements

- This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row

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	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"/>
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 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 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 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"/>
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 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%
Pushing/Pulling – Applying force to move something away or closer to one's 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>

- 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).

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Under the Coordinator MCH act within the leadership team in accordance with CGD policy and procedure including having input into policy development within area of expertise and/or management.
- Acting as a supportive supervisor to Universal and Enhanced MCH staff, providing advice as required and carrying out PDP and Performance Management processes as and when needed.
- Managing allocated resources in optimising service delivery to clients. The freedom to act in this regard is governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Providing specialist advice to and the regulation of clients with the freedom to act being subject to professional and regulatory review. The impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
- Maintaining, updating, and expanding professional knowledge and enhancing skills as required and necessary to meet the requirements of the position and continuing professional development (CPD) requirements of the Australian Health Practitioners Registration Association (AHPRA).
- Participating in the development of protocol, policy, and procedures for the Maternal and Child Health Service, working within existing government and service frameworks.
- Where this position provides input to policy formulation, the work may be of an investigative, analytical, or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate.

- In policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Independently:

- Making day to day decisions regarding the provision of the MCH and Enhanced MCH services in Early Years settings and other Centres as required, and where possible assist in working across any MCH Centres or other program areas.
- Making ongoing decisions regarding the staffing of MCH centres and EMCH allocation of families, with the authorisation of payroll and leave forms as directed by the Coordinator MCH.

With Input from the Coordinator MCH:

- and/or other Early Years settings when planning procedures and developments,
- for secondary consultation purposes, in cases of suspected child abuse or critical incidents.

Recommends and Identifies to the Coordinator MCH

- Service delivery improvements/modifications to the Coordinator MCH.

Guidance:

- Guidance and advice can be sort through the Coordinator MCH, the Manager of Community Wellbeing and Organisational Development were required, however it is not always available within the organisation.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- This position requires proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.
- This position requires knowledge and understanding of the goals and processes of integrated service delivery. The role contributes to the development of understanding of successful integration.
- In policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures are required.

Management & Interpersonal skills

The essential position requirements include:

- This position requires flexibility in the workplace, skills in managing time, setting priorities, planning, and organising one’s own work and where appropriate 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 despite conflicting pressures.
- This position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee’s development schemes. The incumbent would be also expected to contribute to the development and implementation of long-term staffing strategies.
- The position involves staff supervision and mentoring within the scope of the role responsibilities and expertise, and supporting the MCH Coordinator as required.
- These positions require the ability to liaise with clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Ability to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

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 – People Leaders

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
- Responds appropriately to client/customer requests and/or complaints

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 her/his 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

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

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.

