

Job title: Positive Ageing Partnerships and Events Facilitator	
Classification: Band 6	Effective Date: July 2023
Reports to: Coordinator Positive Ageing	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The newly created Positive Ageing Unit is dedicated to a City that is age-friendly and inclusive and a great place for people to grow older in their community.

The role is responsible for the development, implementation, monitoring, and evaluation of the Whitehorse Positive Ageing Plan in alignment with the Whitehorse Community Vision 2040, the Council Plan and Municipal Health and Wellbeing Plan (MPHWP) priorities in four broad ways:

- Strategic partnership projects
- Advocacy (both internal and external)
- Older people's voice
- Capacity building

In alignment with the above plans, this role will have a particular focus on the City of Whitehorse Positive Ageing Events, Seniors Festival, Positive Ageing Grants and the Positive Ageing forum.

Key Responsibilities

Position Specific Responsibilities

- Provide expert advice to, and connections across, Council and the community on the needs and priorities of older people, and emerging trends.
- Conduct evidence-based advocacy to a range of external stakeholders such as state and federal governments and regional organisations.
- Lead and work in partnership to deliver projects and collaborative initiatives aligned to the Whitehorse Community Vision 2040, the Council Plan and the MPHWP priorities such as ageism, elder abuse, social isolation.
- Facilitate outcomes-based local and regional collaboration initiatives, between the funded sector & community organisations.
- Solve problems through discussion, innovation, research, advocacy, and negotiation, applying skills and knowledge to this new focus area for Council.
- Coordinate, maintain and participate in relevant networks, working groups, strategic partnerships to contribute to sector development and addressing identified priorities.
- Develop and implement frameworks and processes for ongoing community participation and engagement with a diverse range of older people.
- Support seniors' groups and other community organisations to develop their capacity to assist older people to age positively and to enhance learning and participation in community life including volunteerism and intergenerational activities.
- Support the development and implementation of strategic plans, policies, and procedures.
- Coordinate positive ageing events and the City of Whitehorse Seniors Festival.
- Provide advice, guidance and assessment to the Positive Ageing Grant portfolio.
- Facilitate the Positive Ageing Forum.

- Actively identify, prepare, and administer funding opportunities to extend opportunities for older people in the community when aligned to identified priorities for Council.
- Undertake research to inform planning, advocacy, and service development.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team key performance objectives are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and extent of authority

Budget: Nil

Staff responsibility: This position may supervise students and/or trainees

- Contribute to the design and implementation of the operating model for the new Positive Ageing service, including developing frameworks and system maps.
- Provide input into the development of policy by performing work of an investigative or analytical nature and acting in a manner prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Provide specialist advice to clients or to regulate clients subject to regulations, policies and regular supervision. The effect of decisions and actions taken in this Band on individual clients may be significant but is usually subject to appeal or review by more senior employees.

- Provide advice to the Coordinator regarding progress, findings and recommendations regarding change, operational performance and/or further inquiries.

Judgement and decision making

- Apply judgement and problem-solving skills in meeting the requirements of the position.
- This position will utilise specialised methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Develop operational policy, procedure, and guidelines in line with service objectives to be endorsed by the agreed authorising level.
- Keep abreast of developments within the aged-care sector and local community groups and ensure appropriate responses.
- Ensure the development of evidence-based data that can inform evaluation activities.
- Lead the continuous improvement of the service, promote a culture of feedback and review, and identify system gaps for advocacy consideration.

Specialist knowledge and skills

- Extensive knowledge and expertise in age-friendly communities and the ability to apply these concepts into creating meaningful and valued outcomes in Whitehorse.
- Demonstrated knowledge of industry practices and experience of research and contribution to the development of policy and the implementation of plans/policy.
- Event and project management skills and experience.
- Strong computer skills including proficient use of Microsoft Office Suite including Office 365.
- Demonstrated success in the preparation and administration of grant applications.
- Facilitation and presentation skills to reach a desired outcome or influence a group to consider the needs of older people and/or of Council.
- Knowledge and experience in preparing risk assessment for large and small scale community events.
- Provide direction and structured training or on-the-job training to supervised employees or groups of employees/volunteers/students.
- Active desire and interest in continuous improvement and ability to look for efficiencies and value add activities to support strong customer experience.

- Lead community information/education sessions, with the skills to coach and upskill on an individual and community basis.

Management skills

- Demonstrated ability to plan, prioritise and organise own work and the work of others within the team so as to achieve specific objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide clear direction and supervision that results in adherence to agreed policy, procedure, and guidelines.
- Attention to detail, with demonstrated understanding of professional standards of practice and ability to apply these standards to the team.
- Solve problems through discussion, innovation, research, negotiation, and teamwork.
- Demonstrated understanding of, and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

Inter-personal skills

- Demonstrated ability to gain co-operation and assistance from partner organisations, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Foster and maintain positive working relationships with staff at relevant agencies and Council staff from other departments.
- Strong verbal and written skills including experience of writing reports within field of expertise and preparation of external correspondence of a non-routine nature.
- Develop and maintain professional relationships with clients, their families and carers, department staff, volunteers, contractors, and external and internal service providers including government departments, local government services and allied health providers.
- Consult, proactively build, and maintain relationships and manage stakeholder relationships through effective communication, liaison, and issues management to ensure stakeholders are engaged throughout the project to achieve deliverables.
- Experience liaising with counterparts in other organisations to discuss specialist matters and with Council employees in other functions to resolve intra-organisational problems.
- Discern and provide advice to other staff members when established policy or procedure is not appropriate to the situation.
- Ability to gain cooperation from diverse stakeholders.

Qualifications and experience

- Relevant tertiary qualifications (Degree or Diploma) in health, social services, events or related field and post-qualification experience in professional field or substantial relevant experience in the field of specialist expertise.
- Previous experience in the supervision and mentoring of other employees.
- Qualification in IAP2 or other community engagement methodology and applied experience in community engagement.
- Demonstrated experience in event and project management.
- A valid driver licence.
- Satisfactory National Criminal History Check.

Other skills and attributes

- Ability to maintain resilience and support when working within a challenging operating environment.
- Ability to work independently and as part of a team.
- Comfortable undertaking work in a new or developing environment.
- Demonstrated ability to gain co-operation and assistance from partner organisations and stakeholders to assist the Service to achieve desired outcomes.
- Ability to make just and reasonable responses to people's needs, unbiased by personal values.
- Proficiency in MS Office 365 suite and ability to use technology efficiently in work practices.
- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work.
- This position may require work to be performed at different work locations relevant to organisational requirement.
- The employee may be directed to carry out duties within the limit of their skills, competence, and training, provide that such duties are reasonable and do not promote the narrowing of their skill base or opportunity for development.

Key Selection Criteria

1. Relevant tertiary qualifications (Degree or Diploma) in health, social services, events or related field and/or substantial relevant experience in the community development, advocacy, partnerships, and engagement.
2. Demonstrated experience successfully managing large and complex events and projects with diverse stakeholder needs and strict time limits.
3. Ability to build and maintain effective strategic partnerships that create shared value and addresses macro community issues.
4. Excellent written and verbal communication that is clear, concise, and effectively engages with the intended audience.

5. Deploys innovative and effective community engagement techniques to enhance the voice of older people in community decision-making.
6. Demonstrates organisational values and behaviours.

Physical and Functional Requirements

PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meeting with Council officers. Including review, display and sorting of documents 	Occasional		
Squatting Tasks involve bending at the knees and ankles, full squat, and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed		
Lifting (Floor to waist) Tasks involve raising, lowering, or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed		
Lifting (Between waist and shoulder) Tasks involve raising, lowering, or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	<i>Assessor: Can candidate perform demand (Y/P/N)?</i>	<i>Comments</i>
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> • General tidying of area • Accessing cupboards 	Occasional Once per day		
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> • Movement of objects, documents, and other equipment at workstation 	Occasional		
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> • Photocopying of documents • Using the telephone • Preparation of correspondence 	Daily, intervals across 7.6 hours Up to 7.6 hours a day, headset offered, supplied phone headsets recommended Occasional		
Handwriting Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> • Note taking 	Occasional		
Keyboard duties Task involves sitting at workstation and using computer.	<ul style="list-style-type: none"> • Data Entry, emails, Phone interaction, reports, correspondence etc 	Daily, intervals across 7.6 hours		

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues, or generating solutions.				✓		
Degree of Self-Supervision The ability to work effectively without supervision.				✓		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Vision Tasks involve use of eyes as an integral part of task performance e.g., looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
Hearing Use of hearing is an integral part of work performance, e.g., telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
Smell Tasks involve the use of smell as an integral part of the task performance, e.g., working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

Mandatory Personal Protective Equipment:

- May be required at times.