

Job title: Team Leader Community Strengthening	
Classification: Band 7	Effective Date: January 2024
Reports to: Coordinator Community Strengthening & Engagement	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

Position description

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 Team Leader Community Strengthening will lead and manage the Community Strengthening team to champion social equity and inclusion for the Whitehorse community, particularly communities and population groups experiencing inequity and disadvantage. You will lead the team to develop strategies and initiatives with a particular focus on health and wellbeing, gender equality, LGBTQIA+, multicultural, multifaith, disability and reconciliation, volunteering and community grants.

Key Responsibilities

Position Specific Responsibilities

- Motivate, support and development the team by providing coaching, advice and direction to develop and maintain a strong team environment.
- Collaborate closely within the broader Community Engagement & Development department and across the organisation to incorporate intersectional lenses to equity and social inclusion to achieve integrated, agreed and sustainable outcomes that align with the Council Plan and Municipal Public Health & Wellbeing Plan.
- Foster and enable strong and mutually beneficial strategic relationships with local organisations, service providers, neighbourhood houses and community groups.
- Provide input and support to manage the relationship with Whitehorse Manningham Libraries.

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 the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- 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 KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: The position is responsible for the management of the Community Strengthening budget within the Community Engagement & Development department.

Staff responsibility: The position is responsible for the management and leadership of the Community Strengthening Team (approximately four staff) and may have responsibility for the supervision of students and volunteers.

Judgement and Decision Making

- The position works with a high level of autonomy and accountability. The incumbent has the freedom to action all day-to-day matters related to the projects in the team, including direction of contract or temporary staff, authorisation of expenditure within budget and Council delegations framework.
- The position is required to make decisions ranging from those associated with day to day matters to more complex issues regarding strategy, which require a high degree of creativity, originality and innovation. Often without guidance the incumbent will create methods to solve problems that will have major impact on the organisation and/or community.

Specialist Knowledge and Skills

- Demonstrated ability to lead people to create strong team environment with a focus on service excellence and community outcomes.
- Applied understanding of social inclusion, equity and intersectionality and the role Local Government plays in the space.
- Experience in the development, implementation and evaluation of plans, strategies, policies or frameworks.
- Strong project management skills with a proven ability to deliver high quality initiatives on time and with strong stakeholder engagement.
- The design and preparation of Council reports to inform Executive and Council decision making.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Tertiary qualification(s) in the social sciences/community development or related areas is highly regarded with substantial experience required.
- Substantial experience in a leadership role and managing staff is essential

Technology:

Proficiency with the Microsoft Office Suite and the ability and willingness to embrace innovative technologies, methods, products and processes in the pursuit of continuous improvement.

Interpersonal Skills

- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.
- Ability to communicate effectively with a diverse range of stakeholders across Council and the sector to seek cooperation and build and maintain mutually beneficial relationships.
- Ability to write clear and concise Council reports and other formal correspondence (such as submissions, policy and advocacy) that clearly conveys the intended message. This also extends to reviewing and adding constructive value to work developed by the team.
- Strong decision-making skills and an ability to discuss and resolve problems, internally and externally in a constructive and productive way.

Key Relationships:

- The role reports to the Coordinator Engagement and Community Strengthening.
- The incumbent is required to lead and support the staff in the Community Strengthening team and work with the broader Community Engagement and Development department and liaise with officers from across the organisation and community.
- The incumbent is required to present and discuss complex information and concepts to Councillors and Executives that is concise and easy to understand.
- The role will work closely with the Director Community Services regarding the Whitehorse Manningham Library Service.

Management Skills

- Demonstrated ability to plan, prioritise and deliver, both on an individual basis and as part of a team, within timeframes and in an environment of change and conflicting demands.
- Efficient and effective coordination of resources in order to achieve team and department objectives.
- Ability and willingness to challenge embedded practices to develop and implement improved processes with a commitment to continuous improvement, customer experience and service excellence.
- Ability to plan and manage the budget within existing resource allocation.

Key Selection Criteria

- Demonstrated ability to lead, coach and motivate people to create strong team environment with a focus on service excellence and community outcomes.
- Demonstrated experience in building the confidence, capability and capacity of others to achieve mutually beneficial and sustainable outcomes.
- Experience in developing, delivering and leading initiatives focusing on social inclusion, equity and intersectionality.
- Ability to communicate effectively with a diverse range of stakeholders including ability to negotiate, influence, motivate and to seek cooperation of others.
- Proven ability to deliver high quality initiatives on time and with strong stakeholder engagement.
- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General tidying of area Accessing cupboards	Occasional Up to twice per day.	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard/mouse interaction. Telephone calls	Regular up to 7.6 hours per day. Intermittent throughout the day	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Ingress and egress of vehicle	Up to 20 times per week	
Standing Tasks involve standing in an upright position	Presenting at meetings	Intermittent- up to 2 hours per day as required.	
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	General office based tasks	Intermittent throughout the day	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: