



position description

POSITION TITLE	Team Leader Community Development and Youth
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 7
DIRECTORATE	Community Development
BUSINESS UNIT	Community Development and Wellbeing
REPORTS TO	Manager Community Development and Wellbeing
SUPERVISES	Aboriginal Community Development Coordinator Felltimber Community Centres Coordinator Baranduda Community Centre Coordinator Youth Officer Future Proof Coordinator
EMPLOYMENT STATUS	Full time
DATE	September 2022
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Team Leader Community Development and Youth is responsible for identifying and responding to community needs by facilitating delivery on the Youth Strategy and Council’s Reconciliation Action Plan, supporting the service operations of Felltimber and Baranduda Community Centres, and manage funded community development projects and initiatives. The position will also work with community organisations and groups who have or wish to have lease or licence agreements for use of council owned or managed facilities.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

As part of the broader work by the Community Development Directorate the Team Leader will contribute to delivering on outcomes in the Council Plan and the integrated Municipal Public Health and Wellbeing Plan.

Key aspects of the role include:

- Providing leadership to team members to successfully achieve positive outcomes for program areas and services.
- Working with Aboriginal and Torres Strait Islander communities, organisations and associations and the key health and wellbeing priorities of the Aboriginal and Torres Strait Islander communities of Wodonga.
- Engaging with the youth sector and young people to inform council policies, procedures, strategies and develop annual youth action plans.
- Engaging and collaborating with community organisations in council managed or owned facilities to foster the sharing of information and understanding of their service delivery requirements for supporting the community.
- Working collaboratively across the Community Development Directorate and the wider Council organisation.
- Leading and executing the design and delivery of community development projects and programs.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Leadership

- Support strategic direction by understanding the organisation's service delivery environment, team goals, and the link between operational tasks, departmental obligations, and organisational goals.
- Develop and implement creative and innovative ways to improve service and program delivery.
- Support, mentor and provide leadership to the Community Development and Youth team.
- Role model a strong customer service culture and communicate with customers in a courteous and empathic way, demonstrating a willingness to assist.
- Support the Manager of Community Development and Wellbeing to allocate work across the team to ensure that key performance indicators are met and resources are effectively allocated.

Research, planning and policy

- Develop and maintain comprehensive understanding of social issues in Wodonga to inform service and program delivery.
- Provide program advice to the Manager Community Development and Wellbeing on appropriate initiatives, issues and legislation relevant to the team.
- Research, analyse and provide input into high quality strategic and operational documents for service and program areas.
- Assist in the identification and implementation of innovative ideas and best practice that promote excellence in improving social outcomes through service and program delivery.

Services engagement

- Facilitate appropriate community involvement in the planning, implementation and evaluation of service and program offerings, including assessment of the impact and benefit to the community to inform future service and program direction and resource allocation.
- Clearly explain complex information in both written and verbal communication and tailor communications to meet the needs of diverse groups.
- Develop and maintain effective partnerships and communications with key stakeholders in the community and at a local, state and federal levels to facilitate improvements to service and programs.

- Work with the communications team, to develop communication and marketing plans to assist in clear, accessible, engaging and transparent communications.

Community Development

- In partnership with the local community, identify issues and opportunities for program and service delivery for positive community outcomes in line with council strategic directions.
- Link residents, community groups and local organisations into a variety of council and other services, funding and other opportunities to enhance their capacity.
- Ensure that all communications and actions are inclusive of all ages, cultural groups and community diversity, actively encourage community participation and empowerment, and have a genuine commitment to social justice, health equity and equality.
- Continuously build on knowledge about the Wodonga community, contributing to a knowledge base to guide future activities, resource need, council policy and utilisation of community assets.

Collaboration

- Represent the team on internal and cross-council working groups as required.
- Develop partnerships and networks within the Aboriginal, Youth and Neighbourhood House sectors, community groups and organisations and share information, resources and develop models of best practice to enhance inclusion and participation within the community.
- Represent the council at various activities, forums and programs as required.

Administration

- Assist the Manager in preparing new initiative proposals for annual budget processes, and developing and documenting plans and reports.
- Lead and develop funding submissions and applications for funding and identify and coordinate opportunities/sponsorships to develop and maintain existing and new programs, services and facilities.
- Effectively administer the acquittal of funds from external funding grants.

VALUES BASED LEADERSHIP AND PERSONAL COMPETENCIES

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

- Provide advice and creatively solve problems with the application of well-developed technical knowledge, relevant industry skills and previous experience relating to the responsibilities of the position.
- Make complex decisions and conduct research to resolve issues of a new and unexpected nature.
- Make decisions and solve complex problems as they arise.
- Understand budgets and act within delegation.

SPECIALIST KNOWLEDGE AND SKILLS

- Extensive knowledge and understanding of the community development principles and ability to translate these to support service and program delivery.
- Experience in collaborative partnerships for enhancing efforts to address complex social issues.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Understanding and commitment to continuous improvement concepts.
- Broad knowledge of the community sector, current policy and the planning role of local government.

MANAGEMENT SKILLS

- Engage and liaise with funding bodies, community groups and a broad range of stakeholders.
- Coordinate partners and stakeholders to advocate for resources.
- Participate in, develop and maintain productive, sustainable and strategic community and professional partnerships to enhance social outcomes.
- Build the team's capacity and promote an environment that supports skills development.
- Monitor the implementation of interventions to ensure service and program delivery quality within time and budget constraints.
- Supervise employees to deliver outcomes and achieve individual and team based goals, including by the

provision of instruction and training to ensure they can meet the requirements of their position.

- Manage own time effectively and that of other employees to deliver results within a set timeframe and despite conflicting priorities.
- Work autonomously with limited supervision.
- Act professionally and maintain confidentiality.
- Motivate and develop all employees within the area to achieve proactive and positive outcomes for the organisation.
- Demonstrate personal integrity and have no tolerance for fraud or corruption.
- Monitor risk, business continuity, compliance and quality assurance according to organisational and legal requirements.
- Consider risk when making decisions.
- Prioritise at all times the safety and wellbeing of staff, and assist with the implementation of the organisation's OHS risk management systems and wellbeing initiatives.
- Be transparent, and ensure the reporting of hazards, risks and behaviours that contravene organisational or legislative requirements.
- Work effectively under pressure.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Collaborate and influence partners and other stakeholders in determining program and service delivery for prevention of complex social issues.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems, and with other employees within the organisation to maximise collaboration opportunities.
- Influence and gain high level cooperation, support and assistance from a range of stakeholders including managers, supervisors, and other agencies and departments.
- Establish professional, productive and trusting relationships across the organization, including the ability to facilitate group discussions and gain consensus on contentious issues.
- Write clear and concise reports and correspondence.
- Apply communication skills including in consultation, conflict resolution, conciliation and change management to assist in the resolution of issues and challenges.
- Work as part of a multi-disciplinary team adding value and innovation to processes, procedures and systems.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position including the ability to use council's applications and systems to carry out the requirements of the role.

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

CUSTOMER CARE

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- A tertiary qualification in community development, youth work, social work, or related field and/or significant relevant experience involving operations, planning, project management, continuous improvement and program evaluation.
- A sound understanding of the determinants of health and how they impact on community.
- Experience in interventions addressing complex social issues and implementing programs to address these that support a section of the community.
- Experience leading a diverse team and the ability to participate effectively and respectfully within a team work environment.
- Experience in venue operations in a community setting.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Team Leader level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Setting clear performance expectations of staff and contractors.
- Working in a professional capacity within a political environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. A tertiary qualification in community development, youth work, social work, or related field and/or significant relevant experience involving operations, planning, project management, continuous improvement program and evaluation.
2. A thorough understanding of the underlying principles of community development, contemporary experience in using a strength-based approach to work with a diverse range of people.
3. Demonstrated experience in the development and delivery of programs, service offerings and evaluation for improved community wellbeing.
4. Demonstrated experience in community engagement and fostering relationships with program partners.
5. Experience leading a diverse team and the ability to participate effectively and respectfully within a team work environment.

Staff member signature

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Community planning and development	Primarily desk based duties relating to the role	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external networks, building relationships Attending sites of external agencies and the community Attending internal and external meetings Driving company vehicles (max 45 mins) Computer use Use of council's systems Research and data analysis Completion of funding applications Policy and document review Operate within a budget Event set up Phone use 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching	X			
			Fine motor				X
			Neck postures				X
			Accepting instructions		X		
			Providing instructions			X	
			Sustained concentration				X
			Decision making			X	
			Intermediate problem solving			X	
Supervision of others		X					
Interaction with others				X			
Exposure to confrontation	X						
Respond to change			X				
Prioritisation				X			