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| POSITION TITLE | School Crossing Supervisor |
| AWARD AND CLASSIFICATION | Wodonga City Council Enterprise Agreement 2024 to 2027 Band 1 |
| DIRECTORATE | Infrastructure & Growth |
| BUSINESS UNIT | Compliance |
| REPORTS TO | Compliance Administration Officer |
| SUPERVISES | Nil |
| EMPLOYMENT STATUS | |
| DATE | |
| 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

This position is responsible for the supervision of pedestrians using controlled school crossings.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This position is responsible for:

- Assisting school children to cross controlled school crossings safely.
- Assisting school personnel with education of school children in regard to road safety.
- Assisting pedestrians who require help to cross school crossings safely.
- Attending regular scheduled team meetings and training as required.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Performing other duties as directed by the Team Leader Compliance that are commensurate with the level of skills and nature of the position.
- Rotating through various crossings as directed.

Extent of Authority

- The position is accountable for the safe passage of pedestrians while on duty on controlled school crossings.
- The position has the authority to liaise with school personnel on safety issues and to report persons who breach road safety traffic regulations in regard to school crossings.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

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| Trust | <p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p> |
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| Respect | <p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p> |
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| Integrity | <p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p> |
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| Learning | <p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p> |
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CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on the selection of the appropriate tool, technique or method from a limited range of options and resolve minor problems that relate to the task being performed.

SPECIALIST KNOWLEDGE AND SKILLS

- Basic knowledge of laws in relation to the conduct of school crossings.
- The ability to control traffic flows while conducting crossings.
- The ability to direct pedestrians using crossings in a safe and controlled manner.
- 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

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- 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.
- Ability to undertake duties unsupervised and as required.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- General verbal and written communication skills to communicate with clients, members of the public, school children and other employees.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

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 DUTIES

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

- Ability to undertake certificate of competency in school crossing operation (Required to re-qualify every three years).

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Pre-employment Functional Assessment

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity 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 Officer 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.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Ability to supervise of pedestrians using controlled school crossings.
2. Ability to demonstrate safety for self and others.
3. Proven ability to follow instructions and work according to established processes.
4. Ability to provide good customer service and ensure the quality of work outputs.

Staff member signature

People and performance framework

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| CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service. | | BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community. | PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community. |
| FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities. | PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people. | MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing. | SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do. |

| Customer Service and Communication | |
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| Demonstrates commitment to a high standard of service to customers and the community. | <ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow |

| Build and Enhance Relationships | |
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| Works co-operatively and effectively with others. | <ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required |

| Plan, Organise, Deliver | |
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| Organises and prioritises own work to meet work commitments. | <ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude |

| Future Focus | |
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| Looks for improvements and is adaptable to change. | <ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required |
| People Development | |
| Welcomes opportunities for learning and self-development. | <ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements |
| Manage Health and Wellbeing | |
| Takes responsibility for self-care and managing work-life balance. | <ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care |
| Safety and Risk Management | |
| Takes responsibility for personal actions and reports safety and compliance concerns. | <ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures |

ATTACHMENT 2

| 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

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

| TASK | DESCRIPTION | INHERENT REQUIREMENTS | DEMAND | FREQUENCY | | | |
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| | | | | R | O | F | C |
| Supervision of pedestrians using controlled school crossings | Assisting pedestrians to cross roads safely | <ul style="list-style-type: none"> Liaison with staff of all levels, including school personnel Liaison with / direction of the general public Attend meetings Exposure to the elements and adverse weather Constantly alternating between standing and walking for 60 minutes, twice daily. Terrain can be uneven varying between footpaths, curbs and grass. Able to move and respond quickly in situations, eg: fast moving vehicles Good vision and hearing, to contribute to adequate traffic control | Sitting | X | | | |
| | | | Standing | | | | X |
| | | | Walking | | | | X |
| | | | Lifting up to 15kgs | | X | | |
| | | | Lifting up to 3-4kgs | | | | X |
| | | | Carrying up to 3-4kgs | | | | X |
| | | | Bending | | X | | |
| | | | Twisting/turning | | | | X |
| | | | Holding a sign at shoulder height (3-4kgs) with arms outstretched | | | | X |
| | | | Fine motor/gripping | | | | X |
| | | | Neck postures | | | | X |
| | | | Providing instructions | | | | X |
| | | | Sustained concentration | | | | X |
| | | | Decision making | | | | X |
| | | | Problem solving | | | | X |
| | | | Interaction with others | | | | X |
| | | | Exposure to confrontation | | | X | |
| | | | Respond to change | | | | X |
| | | | Prioritisation | | | X | |