

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect	
Integrity	
Collaboration	
Adaptability	
Community	

Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Social Connections Officer
Position Number:	1153
Classification:	Band 6
Tenure:	Permanent full time
Directorate:	Communities
Department and Unit:	Ageing Well Team
Reports To (Title):	Coordinator Community Support Services Ageing Well Team
PD approved by (Manager or Director Title):	Manager Community Programs
Date approved by Manager or Director:	November 2024
Date approved by HR:	November 2024

1. Position Purpose

This position sits within the Communities Directorate, and the Ageing Well Team is one of the units within the directorate. The team is responsible for promoting and supporting the overall health, wellbeing and independence of older people, carers and their families. The unit comprises of a number of different positions:

- Commonwealth Home Support Programme - Community Transport and Social Support Group
- Aged Care Navigation and Advocacy - provides information and support to members of the community to navigate the aged care system
- Positive Ageing – delivering the actions from Ageing Well in the relevant Nillumbik Council Plans.

2. Position Objectives

This position is responsible for developing programs and systems that support social connections for older people in Nillumbik. The incumbent will engage and work with established and emerging community groups, individuals and carers to support and increase social connections. Programs and activities will include, but are not limited to: meal sharing opportunities, social outings and excursions, education sessions and environmental experiences. In addition, support and lead the 'Nillumbik neighbours' Social Support Group activities with support from the Social Support Officer.

Further, the position will work with internal and external stakeholders to look at systemic barriers to social connection and look at ways to increase social inclusion in Nillumbik including digital literacy programs.

Deliver on key actions from the Ageing Well Team Business Plan, and the Health and Wellbeing Plan; which all relate to the overarching actions in the Council Plan.

The position will;

- Work with individuals, carers, local community groups, and internal units at Council to identify and work with people who are at risk of being socially isolated.
- Liaise and collaborate with local businesses to establish agreements enabling older people to connect and socialise together whilst sharing a meal.
- Liaise and collaborate with local sports and recreation services to connect and engage older people and encourage them to be physically active in a social setting.
- Research and implement a social outings program, which supports a healthy active ageing lifestyle encouraging social connection.
- Identify barriers to social connection and work with stakeholders and community to address these

Nillumbik Shire Council Position Description

- Provide support and deliver activities to the Social Support Group program with support from the Social Support Officer.
- Provide assistance to individuals and carers with referral pathways to social connection programs including My Aged Care.

3. Key Result Areas

3.1 Service planning, management and delivery

- Engage with residents, local businesses, service providers and internal and external stakeholders to reduce the impacts of loneliness and social isolation amongst older people within the local community.
- Identify barriers to social connection and work with stakeholders and the community to address these.
- Plan and deliver a social outings program, that provides social connection for older people.
- Provide assistance to individuals and carers with referral pathways to social connection programs including My Aged Care.
- Provide support and coverage to the Ageing Well Team including Social Support Group and Community Transport programs.
- Work closely with the Positive Ageing Officer to deliver actions as per Council plans and strategies.

3.2 Continuous improvement

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing, or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.

3.3 Customer service and relationships

- Develop key messages to engage with community members who may be experiencing loneliness or social isolation.
- Engage in face-to-face conversations with community members/groups to provide guidance/information and support about options and opportunities for social connection.
- Link community members to appropriate agencies/service providers to meet individual needs, including My Aged Care referrals.
- Seek input and feedback from community members about the social opportunities that are of interest to them.
- Ensure that Council's objective of customer service excellence is reflected in day-to-day operations by providing responsive, timely and high quality follow-up to enquiries, service requests, and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.

Nillumbik Shire Council Position Description

- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.

3.4 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

3.5 Financial administration (where applicable)

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation, management and reporting of any allocated budget and maximising the financial benefit of all allocations.

3.6 Legal Compliance

- Maintains an awareness of, and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4 Job Characteristics

4.1 Accountability and extent of authority

This position is accountable to the Coordinator Ageing Well Team, and is subject to Council policies and regular supervision.

With support from the Coordinator, this position is responsible for:

- Working with individuals, carers, local community groups, and internal units at Council to identify and work with people who are/at risk of being socially isolated.
- Liaising and collaborating with local businesses to establish agreements enabling older people to connect and socialise together whilst sharing a meal.
- Liaising and collaborating with local sports and recreation services to connect and engage older people and encourage them to be physically active in a social setting.
- Researching and implementing a social outings program, which supports a healthy active ageing lifestyle encouraging social connection.
- Implement, monitor and review social opportunities as per Social Connections – Opportunities for Residents report.
- Managing the income and expenditure of the Social Connection budget.
- Preparing reports for the Coordinator as required.

4.2 Judgement and decision making

- Ensure compliance with all applicable funding requirements and guidelines.

Nillumbik Shire Council Position Description

- Undertakes high level organisation, service planning and logistics problem solving.
- Investigate/explore ideas and implement opportunities to support lonely/socially isolated people (including carers) within the Shire.

4.3 Qualifications

- Tertiary qualifications in Community Services, Community Development or a related field or substantial experience in the Community Services sector.
- A current Victorian Drivers Licence.

4.4 Experience

- Demonstrated ability to work co-operatively and engage with members of the community.
- Relevant experience in partnering with external agencies who support an ageing community.
- Demonstrated ability to effectively recruit, induct, support and manage volunteers.
- Demonstrated experience in planning and evaluating programs/projects.
- Demonstrated achievements in community engagement, customer service excellence and continuous improvement in service delivery.

4.5 Specialist Skills and Knowledge

- Knowledge of the Commonwealth's aged care policy directions and how this affects Council, the work of the unit, and the broader community.
- A familiarity with budgeting techniques to prepare and monitor budgets.
- Ability to lead community consultation processes.
- Ability to work as an effective member of a team to ensure that the objectives of Council and the unit are achieved.
- Ability to represent or report on issues pertaining to community members who are lonely/socially isolated.
- A sound understanding of the principles and practices of financial and budget planning and management.
- Developed understanding of Local Government, its objectives and issues affecting it.

4.6 Management Skills

- Manage, plan and organise own work to deliver within agreed timelines.
- Be self-motivated and work autonomously with minimal supervision.
- Ability to manage volunteers, including the ability to implement personnel policies and procedures and provide workplace training.
- Provide support and advice to the Coordinator Ageing Well Team on all matters relating to Ageing Well Team services.

4.7 Interpersonal Skills

- Highly developed oral and written communication skills and excellent interpersonal skills, working with a diverse range of stakeholders including members of the community, Council officers, neighbouring Councils, and Government Departments.
- Ability to write reports, policies and briefing papers for a variety of audiences including Council.
- Solve problems through discussion, innovation, research and negotiation, applying skills and knowledge to this new focus area for Council.

Nillumbik Shire Council Position Description

- Demonstrated ability to work in a positive manner and as part of a team, liaising with counterparts in other organisations to discuss specialist matters with other employees

5. Physical Requirements

Posture	<ul style="list-style-type: none">• Driving a vehicle to other locations, as required• Standing and bending• Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none">• Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle• Pushing, pulling and lifting, e.g. setting up for the program, lifting materials, pulling or pushing the carts and barrows
Trunk	<ul style="list-style-type: none">• Some twisting, e.g. collecting water bugs from the dam• Carrying items, e.g. materials for the program
Work Environment	<ul style="list-style-type: none">• Outdoor in varying temperatures in line with Council Heat and UV procedures• Wearing required uniform and task specific safety wear
Weights	<ul style="list-style-type: none">• Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none">• Interacting with internal and external customers

6. Key Selection Criteria

- Tertiary qualification in Community Services, Community Development or related field or substantial experience in the community services sector.
- Relevant experience in partnering with external agencies/organisations who support an ageing community.
- Demonstrated experience in implementing, monitoring and evaluating programs/projects.
- Demonstrated experience with community engagement and developing plans and strategies.
- Experience of budgeting techniques to prepare and monitor budgets.
- Experience of managing volunteers, including the ability to implement personnel policies and procedures and provide workplace training.
- Experience of writing reports, policies and briefing papers for a variety of audiences including Council.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent **may** be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.

Nillumbik Shire Council Position Description

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact **Jodie Hoskins, Acting Coordinator, Ageing Well Team** on 0429 904 268. Applications can be submitted online at Nillumbik Website until 10pm Friday 21 February 2025. Apply now!

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au