

# 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

<b>Position Title:</b>	Coordinator Ageing Well
<b>Position Number:</b>	0791
<b>Classification:</b>	Band 7
<b>Tenure:</b>	Permanent Full time
<b>Directorate:</b>	Communities
<b>Department / Unit:</b>	Community Programs
<b>Reports To:</b>	Manager Community Programs
<b>Number of Direct Reports:</b>	Four
<b>Date Approved:</b>	May 2025

### Leadership Framework

All leaders at Nillumbik are expected to demonstrate the capabilities and behaviours expressed in the [Nillumbik Leadership Framework](#). These are:

Being Strategic	<ul style="list-style-type: none"> <li>• Is future-orientated.</li> <li>• Adapts to, envisages, leads and manages change.</li> <li>• Takes a holistic approach and applies system thinking.</li> <li>• Can problem-solve.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Maintains a positive attitude and demonstrates self-awareness.</li> <li>• Acts with integrity.</li> <li>• Demonstrates initiative.</li> <li>• Displays emotional intelligence.</li> <li>• Is customer-centric.</li> </ul>
People and Performance	<ul style="list-style-type: none"> <li>• Motivates and empowers others.</li> <li>• Is a strong people-manager.</li> <li>• Identifies and builds talent.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Communicates effectively and works collaboratively.</li> <li>• Manages relationships with stakeholders and decision makers.</li> <li>• Influences and negotiates effectively.</li> <li>• Demonstrates political acumen.</li> </ul>
Delivers Outcomes	<ul style="list-style-type: none"> <li>• Translates strategy into actions.</li> <li>• Tracks progress and takes action.</li> <li>• Takes ownership and is accountable.</li> <li>• Makes decisions and delivers results.</li> </ul>

### 1. Position Purpose

This position coordinates the Ageing Well Team within the Community Programs Department. This Unit is responsible for:

- Social Connections for older people and their carers
- Positive Ageing
- Aged Care Navigation and Advocacy
- Commonwealth Home Support Program including Community Transport and Social Support Group

The Ageing Well Team strives to strengthen, benefit and resource older people, their Carers, and families, to age well in Nillumbik.

## Nillumbik Shire Council Position Description

### 2. Position Objectives

- Coordinate the planning and delivery of the programs within Council's Ageing Well Team
- Participate with other staff in the Communities directorate and across Council to provide effective leadership and an integrated approach to policy, planning and program development in accordance with Council policy and key objectives.
- Undertake a direct role in liaising with government and community bodies to achieve effective development, delivery and coordination of Ageing Well Team programs.
- Manage and ensure the provision of high quality, consistent, responsive and meaningful ageing well programs provided to the Nillumbik community.
- Provide a high level of leadership, management and support to the Ageing Well Team through supervision, training and performance management.
- Manage, monitor and report on program budgets and funding agreements.
- Oversee the coordination of the Positive Ageing Advisory Committee

### 3. Organisational Relationships

<b>Direct Reports</b>	Social Connections Officer/s Positive Ageing Officer Aged Care Navigation and Advocacy Officer Community Transport Officer
<b>Total FTE</b>	4 including indirect reports Approx. 30 volunteer drivers
<b>Financial Budget and Delegation</b>	4 <sup>th</sup> level (Coordinator)
<b>Internal Relationships</b>	CEO Mayor and other Councillors Executive Management Team Managers All other staff
<b>External Liaisons</b>	Residents Other ratepayers Businesses Community organisations Government departments Local Governments Visitors to the municipality Neighbouring Councils Unions Local Government Associations Professional Associations

### 4. Key result areas

#### 4.1. Service planning, management and delivery

- In conjunction with the Department Manager, develop, implement, monitor and review plans, strategies and policies for delivery of services within the Unit to ensure they meet the needs of Council and the ageing community now and into the future.
- Keep abreast of and provide advice on relevant government reforms, policy, legislation, service directions and trends.
- Ensure the team and all programs and services delivered by the unit adhere to all relevant Acts, Regulations, funding guidelines and Council policies and procedures.
- Identify opportunities and develop processes to work with other agencies to identify changing needs, develop services and achieve a responsive integrated local service system.

## **Nillumbik Shire Council Position Description**

- Participate in local, State and Commonwealth networks and forums relevant to older people and their carers.
- Investigate innovative models of service provision and identify priority initiatives for new funding and potential funding sources.
- Develop and provide reports to Council as required on policy, planning and operational issues related to the area.
- Advocate and plan for services to continue to meet the needs of the ageing community.

### **4.2. Continuous improvement**

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- In conjunction with the Department Manager, maximise efficiency and effectiveness of the unit. This will be achieved through the development of unit level performance statistics, refining procedures and structures to provide productivity improvements, developing and pursuing strategies aimed at making the best use of contemporary technology, and participating in cross Council and functional activities as required.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting the establishment of short-term cross-functional teams to identify, analyse and address opportunities and challenges facing the organisation.
- Continually review processes and procedures to ensure effectiveness and efficiencies are in place enabling the State and Commonwealths key performance indicators and targets are met.

### **4.3. Relationship management**

- Establish and maintain professional relationships across Council to provide reliable and concise information and advice in a supportive and responsive manner and to implement the decisions and policies of the Council.
- Develop and maintain positive and beneficial relationships with relevant networks including those in local, state and federal government and other external organisations and bodies, as agreed with the Department Manager.
- Promote a positive image of Council and its activities, developing and strengthening Council's relationships with all sectors of the local community, including the business community and relevant external organisations.
- Maintain relationships with contractors who deliver services on behalf of Council's Ageing Well services and programs.

### **4.4. Community engagement and customer service**

- Lead the team to actively engage and consult with its community and facilitate community input to the decision making process by monitoring customer requirements and the quality of the unit's services to ensure responsiveness, accessibility and accountability of all services.
- Support the Department Manager in ensuring that Council's objective of customer service excellence is reflected in the operations of the unit by developing and maintaining systems and processes to ensure responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.

### **4.5. People, culture, safety, health and wellbeing**

- Work with the Director, Managers and staff in providing leadership and shaping the organisational culture by promoting Council's organisational vision and leading staff in a way that aligns with Council's vision, values, expectations and policies to achieve organisational outcomes.
- Ensure the development and review of individual performance management plans with outcomes based objectives that align to the delivery of organisational priorities.

## **Nillumbik Shire Council Position Description**

- Identify future talent and invest in team and individual development opportunities to build organisational capability.
- 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.

### **4.6. Financial Management**

- Provide effective financial administration, undertaking preparation, management and reporting of the unit annual budget/project budgets/funding agreements and maximising the financial benefit of all allocations.
- Provide advice to the Department Manager or Director, on potential income opportunities from other sources to enable implementation of priority projects that complement the goals of Council.
- Manage and approve expenditure of funds on behalf of Council, in line with delegated authority and in compliance with Council's Procurement Policy and Procedural Guidelines.

### **4.7. Risk Management**

- Identify, consider and develop risk mitigation strategies associated with all programs and services delivered by the team through the development and maintenance of risk assessments.
- Be conversant with Council's Risk Management Policy and Strategy and accountable for implementation and adherence to the policy.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

## **5. Job Characteristics**

### **5.1 Accountability and extent of authority**

- To make decisions and resolve issues relating to the operation of the Ageing Well Team and its programs in consultation with the Manager, Community Programs.
- Oversee and monitor the Ageing Well Team budget to ensure that services are delivered within the agreed resource allocation.
- Ensure all funding accountabilities are met.
- Ensure that all policies and procedures are regularly updated in alignment with guidance from the relevant Government bodies.

### **5.2 Judgement and decision making**

- Provide interpretation and advice on the implications of funding and program changes affecting State and Commonwealth initiatives

### **5.3 Qualifications**

- Degree qualified in Community Services/Social work, or a Health related discipline preferred
- Valid Victorian Drivers Licence

## **Nillumbik Shire Council Position Description**

### **5.4 Experience**

- Experience and knowledge of best practice in management and operations of Commonwealth Home Support Program preferred.
- Ability to effectively manage a team of trained and experienced professionals, delivering a variety of programs.
- Demonstrated experience in realigning programs utilising planning and project management skills.
- Demonstrated success in community engagement, delivering exceptional customer service, and driving continuous improvement in service delivery
- Ability to work co-operatively with Councillors, members of the public, service users, employees, and external organisations to achieve Council objectives.

### **5.5 Specialist Skills and Knowledge**

- Knowledge and understanding of the World Health Organisation's Principles of Healthy Ageing
- A sound understanding of the principles and practices of financial and budget planning and management.
- Developed understanding of Local Government, its objectives and the issues affecting it.
- Demonstrated commitment to, and appreciation of, the environmental values of the Shire.

### **5.6 Management Skills**

- Ability to manage, plan and organise own work to deliver within agreed timelines.
- Skilled in leading and managing hybrid teams, with proven experience in implementing cultural and engagement strategies that enhance employee experience and drive outstanding business outcomes.
- Ability to develop and manage stakeholder relationships.
- Experience in leading and supporting the health and wellbeing of self and others.

### **5.7 Interpersonal Skills**

- Highly developed oral and written communication skills and excellent interpersonal skills.
- Ability to discuss and resolve problems.
- Capable of writing and presenting specialist reports, policies and briefing papers.
- Negotiation and contract management skills.
- Ability to persuade and negotiate with stakeholders to achieve positive outcomes.
- Highly developed emotional intelligence.
- Collaboration and accountability focus.
- Continuous Improvement focus.
- Customer First Commitment.

## Nillumbik Shire Council Position Description

### 6. Physical Requirements

Posture	<ul style="list-style-type: none"><li>• Driving a vehicle to other locations, as required</li><li>• Standing and bending</li></ul>
Upper Limb / Body	<ul style="list-style-type: none"><li>• Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle</li></ul>
Trunk	<ul style="list-style-type: none"><li>• Carrying items, e.g. materials for the program</li></ul>
Other	<ul style="list-style-type: none"><li>• Interacting with internal and external customers</li></ul>

### 7. Key Selection Criteria

- Degree qualified/experience in Aged Care/Community Services/Social work/Health related qualification preferred.
- Experience and knowledge of best practice in management and operations of Commonwealth Home Support Program preferred.
- Knowledge and understanding of the World Health Organisation's Principles of Healthy Ageing
- Previous experience in the effective management of a team of trained and experienced professionals, delivering a variety of programs.
- Demonstrated experience in realigning programs using well developed planning and project management skills.
- Customer focused with proven initiative in quality improvement.
- Proven ability to collaborate and network with internal and external groups to advocate and drive improvements

### 8. 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.
- This position requires evidence of qualification documentation.

### 9. 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.

## **Nillumbik Shire Council Position Description**

### **10. Application information**

To obtain any additional information regarding this position, please contact Narelle Hart, Manager Community Programs on 0419 002 987. Applications close 10pm (AEDT), Thursday 19 June 2025.

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.