

POSITION DESCRIPTION

POSITION TITLE:	Coordinator Community Support Services
DIVISION:	City Services & Living
DEPARTMENT:	Community Health & Wellbeing
SECTION:	Community Support Services
CLASSIFICATION:	Band 8
LOCATION:	Broadmeadows Office And Other Locations Within The Municipality

POSITION OBJECTIVES:

The Coordinator of Community Support Services (CSS) is a strategic leadership role within Aged & Disability Services (A&DS), responsible for overseeing both the operational and strategic aspects of the Community Support Services. This includes financial management, clinical governance, business support, community support service delivery, HACC PYP Intake and Assessment, service coordination and quality assurance. The role ensures high quality service delivery, to meet the evolving needs of the clients and unit.

The key objectives of the position are:

- Lead the provisional development, and evaluation of Community Support Services (CSS) ensuring the delivery of high-quality projects, initiatives and programs that are responsive to the diverse needs and preferences of Hume City's growing community.
- Foster a supportive staff environment to ensure CSS are efficient, accountable and accessible community services.
- Manage the development, implementation, and evaluation of strategic plans related to policy, planning, strategy, programs and projects.
- Strategically review, plan, and implement service delivery models that are sustainable to meet demand and align with policy reforms.
- Establish and strengthen partnerships with internal and external stakeholders to enhance community outcomes.
- Manage the operational budget for CSS, ensuring effective utilisation of resources and budget allocation.
- Lead and drive positive change by implementing and monitoring continuous quality improvement initiatives, which are responsive to aged care reforms.
- In collaboration with Manager Community Health and Wellbeing, lead any changes which are required to comply with future legislative changes impacting Aged and Disability services.
- Monitor performance against established targets and develop strategies to achieve these targets.

KEY RESPONSIBILITIES AND DUTIES:

OPERATIONAL RESPONSIBILITIES:

- Lead the following services and programs ensuring operations are consistent with relevant policies, guidelines, standards, and legislative requirements:
 - Social Support Programs
 - Property Maintenance
 - Food Services
 - Senior Citizen Centres
 - Community Transport
 - Home and Community Care Program for Younger People (HACC PYP) Intake and Assessment
- Strategic planning and implementation of continuous improvement systems, utilising new technologies to enhance responsive and effective community service outcomes.
- Monitor performance against service targets and implement strategies to achieve targets.
- Implement efficient business systems to deliver cost-effective services for clients while providing timely qualitative and quantitative data.
- Undertake internal and external reporting, including Council reports, briefings, submissions and correspondence as required and directed.
- Prepare information and advice for consideration by the Executive Leadership Team and Council, as directed.
- Interpret Victorian and Commonwealth Government policy developments and/or legislative changes and provide advice regarding implications and recommended responses.
- Oversee the receipt and investigation of customer complaints, grievances and concerns and ensure these are addressed in accordance with Council policy.
- Ensure a comprehensive range of promotional material on local services and developments is available, current, and accessible.

LEADERSHIP:

- Provide effective leadership for the Community Support Services team, fostering a collaborative, positive and innovative team environment.
- Lead the recruitment and induction of appropriately skilled and experienced staff within the team.
- Create and maintain a team culture where individual members are valued and recognised for their diverse skill sets, provide proactive and constructive input in team meetings, and keep team members informed of relevant issues impacting them or their work and share best practice learning.
- Ensure staff performance issues are identified promptly, with fair processes in place to address and improve inadequate work performance.
- Provide leadership which is consistent with Hume Values and Council's Code of Conduct.
- Lead processes and systems which ensure effective teamwork and communication.
- Ensure a safe working environment for staff and create a strong safety culture.
- Create and maintain seamless service delivery within Community Support Services while providing support to the wider A&DS department.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

- Strengthen and mobilise the talents and capabilities of the workforce within the department to ensure staff to feel empowered and confident in their actions.

POLICY AND STRATEGIC PLANNING:

- Develop and deliver strategy and policy which successfully responds to future directions.
- Ensure access and equity issues for people from special needs groups are prominent in planning and delivery processes.
- Utilising qualitative and quantitative data, develop and present annual Business Plans including plans for portfolio responsibilities.
- Seek and develop joint program opportunities with external agencies by fostering stakeholder relationships.
- Identify, respond to, and optimise external funding opportunities relevant to A&DS.
- Participate in the development, implementation and maintenance of policies, procedures to support consistent practice, service provision and quality of care across A&DS.

FINANCIAL MANAGEMENT:

- Prepare operational budgets and manage the service in accordance with available resources.
- Implement agreed strategies to address budget variances, which are evaluated.
- Prepare written information and financial data for procedural planning, decision making, and monitoring purposes as required.
- Implement Council's financial management processes including profiling, forecasting and budget reviews.
- Lead the development and review of the unit's budget and business plans.

CONTRACT MANAGEMENT:

- Ensure external service providers contracted by Hume City Council provide services under the area of responsibility have current Service Level Agreements.
- Manage and monitor Service Level Agreements with relevant external service providers ensuring performance is consistent with performance indicators.
- Establish and implement effective communication and feedback mechanisms with relevant service providers.

CLIENT EMPOWERMENT:

- Collaborate with Hume City residents to understand their needs and aspirations, facilitating the development of effective actions that meet those needs.
- Advocate internally and externally to ensure systems and services protect the rights of clients and give greatest client control over decision-making.
- Promote capacity building, restorative care, and social inclusion to maintain and promote independence and autonomy.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

TEAMWORK AND COLLABORATION

- Actively and positively promote processes and systems which ensure effective teamwork and communication through:
 - Sharing knowledge and keeping people informed;
 - Communicating in a transparent and constructive manner about issues that affect the client, team or service;
 - Actively seeking out opportunities to work together with other teams on common issues;
 - Fostering a culture where all staff value and use the different skills and expertise available within the team and readily seek support and assistance from others.

ENGAGING COMMUNITIES

- Support and promote collaborative relationships between service providers for the benefit of people accessing services.
- Initiate and promote linkages through regular information sharing about Hume City services and actively engage appropriate networks and develop relationships to ensure high-quality services to clients.
- Foster positive relationships across the organisation and with key stakeholders, including community groups, to facilitate and deliver best practice outcomes.
- Actively engage appropriate networks and develop relationships to ensure high-quality services for clients.
- Recognise that clients' communities are central to their wellbeing and ensure that all actions support and strengthen those communities.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Manager, Community Health and Wellbeing
Supervises:	Team Leader Community Support Services Food Services Supervisor HACC PYP Intake and Assessment
Internal Contacts:	Executive Leadership Team Divisional Leadership Team Senior Leadership Team Community Health and Wellbeing Team All Staff
External Contacts:	Residents, community groups and organisations Victorian and Commonwealth Government Departments Consultants and Contractors Local Government authorities and Industry Networks Other Relevant Agencies

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	We're better, every day We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.
	We're in it together At Hume, everyone matters. We welcome and include all. Respect and safety are expected.
	We show up We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.
	All for Hume We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 5 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste &

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 6 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK:

The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check ☒ YES ☐ NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) ☐ YES ☒ NO
- The incumbent must undergo a Pre-Employment Audio Test ☐ YES ☒ NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position ☐ YES ☒ NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 7 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Effective leadership of the Community Support Services team, producing outcomes in a timely manner and within budget.
- The incumbent has the authority and freedom to act within established operational and budgetary guidelines and in accordance with the provisions of relevant Acts, Regulations, Codes, Policies, Procedures and Guidelines.
- Drive accountability and outcomes across the unit and provide recommendations to ensure appropriate resource allocation.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Ensuring judgements about service allocation are made within Council's Standard Operating Procedures and Victorian and Commonwealth funding guidelines.
- Exercising initiative and sound professional judgement, taking account of community needs and expectations whilst providing accurate and professionally objective advice.
- Making decisions, solving problems, and addressing issues to ensure prompt remedy and corrective actions.
- Formulating creative and innovative approaches in providing advice and resolving problems relevant to the activities of A&DS.
- Performing work with a large degree of autonomy and where guidance and advice are not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated comprehensive understanding of aged care programs and relevant frameworks, along with ability to lead effective responses to sector challenges.
- Demonstrated knowledge of other relevant community support agencies and service providers.
- Demonstrated ability to prepare reports, draft budgets, and submissions for funding.
- Comprehensive knowledge and understanding of Occupational Health and Safety and risk factors associated with home care services and effective solution development.
- Possess and demonstrated analytical and instigative skills in policy formulation.
- Knowledge and understanding of budgeting, accounting and financial procedures.
- Demonstrated ability in research, develop and implement innovative solutions to continuously improve community programs.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to promote team empowerment and individual development through coaching, team-building techniques.
- Ability to effectively manage and direct staff to meet expected organisational and work objectives.
- Demonstrated ability to foster a positive, collaborative and high performing culture, by

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 8 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

leading, empowering and developing staff to ensure adherence to Council policies and procedures.

- Ability to deal with difficult situations and present a positive image for Council.
- Well-developed skills in managing time, planning and prioritising workload to achieve organisational objectives within given timelines despite conflicting pressures.
- Ability to manage the Community Support Services budget in accordance with Council's policies and procedures.
- Maintain professionalism, integrity, and confidentiality.
- Lead workforce planning.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Emotional intelligence, with the ability to build trust and foster positive relationships.
- High integrity and a strong community focus.
- Demonstrated high level written and verbal communication skills, including writing of reports, and submissions for a range of audiences and oral presentation skills.
- Demonstrated ability to engage cooperation of staff, members of the community, community groups and other relevant bodies to achieve objectives.
- Ability to deal with conflict, difficult situations, resolving organisational problems presenting council with a positive council image.
- Agile and responsive to change.
- Ability to foster a collaborative working environment.
- Awareness and appreciation of diverse backgrounds and perspectives.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualification in Community Development, Allied Health or Nursing, Human Services, or related discipline and/or extensive relevant experience.
- Extensive and diverse experience in working with older people and people with disabilities in home and community settings.
- Demonstrated ability to engage and gain cooperation from staff, members of the community, community groups and other relevant bodies.
- Demonstrated leadership skills and experience, including the ability to foster a positive, collaborative and high performance culture.
- Excellent communication and engagement skills, with awareness and appreciation of diverse audiences.
- Demonstrated experience in leading and managing multiple programs, projects, and teams with diverse skillsets.
- Demonstrated experience in service planning and the delivery of community programs.
- Proven skills and ability to collate analyse and present data in a comprehensive and accessible manner.
- Current driver's licence.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 9 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippy conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. A relevant tertiary qualification in Community Development, Nursing, Allied Health, Human Services or related discipline and/or relevant experience.
2. Demonstrated ability and experience in leading multiple programs, projects and teams and successfully managing a large and diverse service area.
3. Ability to lead and drive change along with implementing and monitoring continuous quality improvement.
4. Proven skills and ability to collate analyse and present data in a comprehensive and accessible manner.
5. Highly developed written and verbal communication skills including the ability to write reports, plans, and submissions and deliver or oral presentations.
6. Ability to develop budgets and monitor budget performance, including the development and implementation of strategies to address budget deficits.
7. Strong commitment to person-centred, high-quality service provision which is responsive to community need.
8. Current Victorian Driver's Licence.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 11 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026