

Position information kit

***Team Leader
Home and Community Care***

Classification: Band 6

Position no: 1182 & 1183

Date created: February 2012

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PART A: POSITION SUMMARY

Aged and Disability Services is committed to supporting older adults, frail aged, people with disability and their carers through the provision of a wide range of well integrated, coordinated, flexible and responsive services to live independently in accordance with Active Service Model principles.

Position context

The ability for Team Leaders to work in collaboration with Assessment and Care Planning Officers and Case Managers is an integral part of the role. Team Leaders are responsible for the coordination of service delivery in accordance to the outcomes from the Living at Home Assessment and clients care plans.

Brief description of the role

The Team Leader will undertake:

- Staff supervision and management
- Care planning implementation
- Coordination and allocation of staffing resources to implement care plans for service users with the team
- Other responsibilities and duties subject to provisions of the Moonee Valley City Council “Doing Business Better” Enterprise Agreement 2010 – 2013

Experience and skills required

- Degree or diploma and some relevant experience in Front Line Management and/or Governance, Community Services, (including Aged and/or Disability Studies) or lesser formal qualification with substantial experience.
- Additional qualification in Certificate IV Aged Care, Disability Studies, Community Services or Workplace Assessment and Training is preferred.
- Extensive experience in either staff and resource management and/or provision of community services.
- Ability to deal with the day-to-day operation of a similar service working with clients, primary carers and service providers.
- Demonstrated knowledge of the Home and Community Care Services target group, Complex Care and related services.

PART B: POSITION DESCRIPTION

POSITION OBJECTIVE

Aged and Disability Services is committed to supporting older adults, frail aged, people with disability and their carers through the provision of a wide range of well integrated, coordinated, flexible and responsive services. The holistic approach to service provision contributes to the maintenance of clients physical, social and emotional well-being whilst enabling them to remain living independently within their own communities should they choose to do so with safety, dignity and an acceptable quality of life.

Aged and Disability Services is a Designated Home and Community Care Assessment Agency, responsible for the implementation of an Active Service Model.

The ability for Team Leaders to work in collaboration with Assessment and Care Planning Officers and Case Managers is an integral part of the role. Team Leaders are responsible for the coordination of service delivery in accordance to the outcomes from the Living at Home Assessment and clients care plans.

An important focus of the position is to ensure access to services for people with complex care needs, including but not limited to; people from Culturally Diverse backgrounds, people with a disability, people living in isolation or with threat of becoming homeless or people from a low social economic status.

The position will require formal input into the development of policies and procedures, continuous improvement strategies and protocols, monitoring of service targets, management of the service provision, staff management including recruitment, training, and supervision, ensuring a safe work environment for Direct Care Workers and supporting staff through the return to work process.

KEY RESULT AREAS

Staff Supervision and Management

- On-going development and maintenance of a cohesive team of direct care staff which addresses the needs of clients within the service team via:
 - Direct Care Worker induction and supervision within the field and office based setting
 - Convening and facilitation of regular team meetings
 - Direct Care Worker support meetings
 - Prompt action in relation to all staff occupational health and safety (OHS) issues and return to work procedures

- Responsible for contributing to and implementing a strategic human resource management plan; analysing workforce capacity, identifying professional development opportunities for training, mentoring, and coaching which supports the career aspirations of staff within a community services context. This also includes:
 - Undertaking an annual Performance Enhancement Plan whilst providing regular supervision meetings to monitor progress
 - Monitoring of performance of individual staff members
 - Recruitment, induction and training of staff (including relief staff)
 - Providing supervision and direction of staff to ensure meeting of clients needs as per care plans
 - Providing regular opportunities for staff support and debrief
 - Ensuring Direct Care staff attend all corporate and mandatory training requirements which are provided annually for e.g, First Aid, Manual handling, OHS etc. and provide opportunities to receive training in areas of need
- Ensuring the roster and duties of Direct Care Workers are in accordance with, but are not limited to, their minimum hour agreements, Moonee Valley Enterprise Agreement and Award requirements, corporate policies, Home and Community Care Services industry standards and relevant legislation including, but not limited to, OHS
- Where possible reduce using of agency staff by sharing staff amongst teams.
- Contribute towards continuous improvement strategies;
 - Undertake minimum of 2 work place assessments per week to support the continuous up-skilling of Direct Care Workers in accordance with industry standards and competencies
 - Undertake assessment of client concerns, complaints and/or compliments relating to the provision of service, (e.g. quality of work performed by Direct Care Workers, OHS issues) to ensure a satisfactory outcome
- Comprehensive understanding of change management principles and ability to provide leadership through change
- Undertake the responsibility for a portfolio area relating to the Home and Community Care Service system, ie. OHS, staff social activities, staff training, diversity and disability, quality assurance, etc...

Care Planning Implementation

- Participate in weekly handover meetings with Assessment Officers and Case Managers to coordinate service delivery based on the outcomes of a Living at Home Assessment and care plans as identified by Assessment Officers

- Ensure own professional conduct at all times and ensure that clients are given the full attention required
- Work with Assessment Officers to coordinate service delivery for clients in accordance to their care plans
- Consultation with clients, their carers and other service providers
- Referring to Intake and Assessment Team to conduct reviews for clients on receipt of concerns from Direct Care Workers where appropriate
- Ensuring accurate and timely record keeping by ensuring comprehensive input of case notes, client files and databases, and keeping client data up to date
- Consulting where appropriate within the team, regarding the complex needs and service requirements of people who may be vulnerable or at risk, and referring back to the Assessment Officers when necessary
- Facilitate the day-to-day monitoring of staff and clients needs
- Adhere to Department and Council policy regarding client confidentiality and security of information as per Privacy Legislation
- Adhere to Department and Council policy
- Authorisation of timesheets on a weekly basis
- Contribute to the development of continuous improvement strategies which supports the implementation of an Active Service Model approach to service delivery

Coordination and Allocation of Staffing Resources to Implement Care Plans for Service Users within the Team.

- Oversee daily activities conducted by Rostering Officers
- Reporting to the Coordinator the overall performance of the area team to ensure its ability to respond to clients' needs and service demands in accordance to the approved budget
- Monitoring of staffing levels with respect to clients' needs and advising the Coordinator of staff shortages
- Matching staff to clients needs in collaboration with Assessment Officers
- Oversee weekly rostering; including preparing, printing, distributing and daily administration of these staff rosters
- Undertake regular rostering, allocating permanent staff members to clients
- Liaison with other Team Leaders to access relief staff with requisite skills and experience, where necessary
- Respond with a high degree of diligence to client and staff emergencies in accordance to the Aged and Disability Services Emergency Procedures and Council's corporate procedures

Service Management

- Manage client service hours within budget limitations
- Provide input into budget preparation and allocations
- Meet targets for client services to ensure the unit meets its Performance Objectives
- Provide statistics, data and reports as required to the Coordinator
- Liaise with other organisations to discuss specialist matters
- Implement change management practices as required by the Department of Human Services and Council
- Gain cooperation from other staff in the resolution of organisational issues
- In consultation with the Coordinator, coordinate the use of relief staff for the provision of direct service in accordance to the approved budget and allocated service hours, (including undertaking induction, supervision and support), reduce use fo agency staff where possible
- Take part in the On-Call duty roster, coordinating client services and providing support to Direct Care staff after hours, weekends and on public holidays
- Provide back-up and relief for other Team Leaders during unplanned leave absences, as required
- Provide portfolio support to the team in an area of expertise relevant to the individual's skills and experience

Other Duties

Responsibilities and duties included in this position description are subject to the multi-skilling provisions of the Moonee Valley City Council "Doing Business Better" Enterprise Agreement 2010 - 2013 or any supplementary agreements and where applicable the appropriate award.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Co-ordinator Home & Community Care
Supervises:	Direct Care Workers
Internal Contacts:	Other Community Care staff, Community Meals staff, other Council staff
External Contacts:	Clients, carers and their families, general public, other service providers

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountable for:

- Satisfactory performance of an area team in the achievement of the Position Objectives
- Recruitment, training, discipline, and performance management of staff in accordance with the award and Council policies and procedures
- Assisting in the on-going review and development of Aged and Disability Services service provision
- Implementing change management in line with the Department of Human Services and Council developments

Authority to:

- Manage staffing resources within budget
- Provide advice to regulate clients service delivery in accordance with their care plans
- Provide input into policy development
- Make and implement independent decisions on the day-to-day operation of the area team

JUDGEMENT AND DECISION MAKING

The position exercises independent judgement and problem solving skills in relation to:

- Implementation of the key results areas
- Resolving day to day task related problems
- Day to day service coordination
- Developing priorities and planning improvements in accordance with overall service goals
- Guidance and advice is available from the Coordinator and Aged and Disability Services Manager as required
- Ensuring their own professional conduct at all times and ensuring that clients are given the appropriate attention
- Ability to respond with a high degree of diligence to client and staff emergencies, make necessary decisions and undertake follow-up actions

SPECIALIST KNOWLEDGE AND SKILLS:

- Comprehensive knowledge and understanding of the ranges of issues facing frail aged adults, people with disabilities and their carers living independently in the community
- Comprehensive understanding of the Home and Community Care Program, industry standards and key service providers, (e.g. Royal District Nurses, Aged Care Assessment Services, Dousta Galla Community Health, key disability service providers etc)
- Comprehensive understanding of the underlining principals of the Active Service Model
- Comprehensive understanding of the role of the Local Government, governance principles, service provision and understanding of the political environment
- Demonstrated experience and performance in the key result areas
- Ability to manage, direct and support staff
- Proficient information technology skills: use of mobile technology, word processing, data entry, power point, and retrieval

MANAGEMENT SKILLS:

- Demonstrated ability to successfully manage and motivate staff; provide supervision, delegation of responsibility which is monitored and reviewed
- Comprehensive understanding of change management principles and ability to plan, introduce, and manage change whilst continuing to provide strong leadership throughout this process
- Demonstrated ability to make sound decisions
- Demonstrated ability to implement personnel practices relating to EEO, OH&S and employee training and development
- Well developed problem solving skills
- Ability to implement a strategic human resource management plan; analysing workforce capacity, identifying professional development opportunities for training, mentoring, coaching which supports the career aspirations of staff within a community services context

INTERPERSONAL SKILLS:

- Well developed written, analytical and verbal communication skills;
 - Ability to communicate sensitively and appropriately with Home and Community Care target group
 - Demonstrated effective communication with professionals internal and external to Council and from a wide range of disciplines

- Proficiency in written and verbal communication
- Ability to negotiate and advocate on behalf of clients and staff
- Ability to work cooperatively as part of a team
- Well developed conflict resolution skills including the ability to liaise with counterparts in other organisations to discuss and resolve specialist problems
- Demonstrated understanding of Councils Strategic Objectives and Values and provide leadership and decision making within a corporate context
- Demonstrated understanding of industrial relations, human resources, OHS and relevant legislative requirements relating to the coordination and provision of Home and Community Care Services

QUALIFICATIONS AND EXPERIENCE:

- Degree or diploma and some relevant experience in Front Line Management and/or Governance, Community Services, (including Aged and/or Disability Studies) or lesser formal qualification with substantial experience
- Additional qualification in Certificate IV Aged Care, Disability Studies, Community Services or Workplace Assessment and Training is preferred
- Extensive experience in either staff and resource management and/or provision of community services
- Ability to deal with the day-to-day operation of a similar service working with clients, primary carers and service providers
- Demonstrated knowledge of the Home and Community Care Services target group, Complex care and related services
- Current valid driver's licence

PART C: KEY SELECTION CRITERIA

- Degree or diploma and some relevant experience in Front Line Management and/or Governance, Community Services, (including Aged and/or Disability Studies) or lesser formal qualification with substantial experience
- Certificate IV in Aged Care, Disability Studies, Community Services or Workplace Assessment and Training is preferred
- Comprehensive knowledge and understanding of the range of issues facing frail aged adults, people with disabilities and their carers living independently in the community
- Comprehensive understanding of Home and Community Care Program, including an understanding of the range of issues facing clients in this industry, the role of Local Government, the underlining principles of the Active Service Model and a demonstrated commitment to the field
- Demonstrated people management including the recruitment, training and performance management of staff, rostering, implementing client care plans and providing effective leadership throughout a period of change
- Current valid driver's licence
- Demonstrated ability to manage time, set priorities to achieve a broad range of outcomes within defined parameters and with minimal direction
- Proficient information technology skills: use of mobile technology, word processing, data entry, power point, and retrieval
- Well developed written, analytical, verbal skills and conflict resolution skills

Note: A Position Description reflects the minimum. The desirable skills, knowledge and experience are indicative of the movement through the Band and forms part of future training programs.

PART D: EXPECTED BEHAVIOURS AND ORGANISATIONAL RESPONSIBILITIES

MOONEE VALLEY CITY COUNCIL VALUES

Moonee Valley City Council Values are at the core of our work. They inform our work and behaviours, and determine how we engage with each other and those outside the organisation.

These values must drive the work of each individual at Moonee Valley City Council. Your commitment to these values will be central to your successful performance as an employee of Moonee Valley City Council. It is expected that your work will reflect the core values of the Council.

Strategic thinking – Looking ahead, planning for change and understanding community aspirations in the context of Council’s role. You will strive to understand the broad context in which decisions are made, including emerging issues and trends within the community, particularly the opportunities that arise from improving technology.

Communication – Sharing the information and listening to each other so that we can better serve citizens. You will communicate with others respectfully, in an open, honest and constructive way in order to improve results. You will ensure that you share information and everyone has equal access to that information so people can make properly informed decisions.

Accountability – Taking responsibility for our actions, reporting accurately on our activities. You will carry out your day-to-day duties in a manner that earns the trust of other employees and the community. To earn this trust you will operate transparently and accept responsibility for the success or failure of your work, learning from your mistakes. In addition, if required, you will report to Council and the community so that they can clearly see how resources are allocated to meet the community’s needs.

Leadership – Showing the way by living our values. Every person in the organisation is a leader and has the capacity to show leadership. You will show leadership by adhering to our values, communicating with others, acknowledging constraints, seizing opportunities and working together to improve outcomes.

Innovation – Seeking new ways to achieve better outcomes. You will focus on working to achieve goals, develop systems and solve problems more efficiently and effectively by sharing knowledge and learning.

Teamwork – Helping each other is everyone’s job to achieve the best outcome for citizens. You will strive to understand the roles of others, respect the different skills, abilities and perspectives we each bring as individuals and use this diversity to achieve a better outcome. You will pitch in when others need a hand and ask for help when you need it.

ORGANISATIONAL RESPONSIBILITIES

All staff have the responsibility to perform their duties in a way that conforms with legislative requirements, meets Council's strategic directions, and is transparent and ethical.

Service First

When dealing with citizens and customers you will provide prompt, accurate and courteous service. You will seek positive outcomes for those you deal with. You will treat people with respect, dignity, equality and fairness. You will comply with service first standards for your department for face to face and telephone contact. You will respond to correspondence within the prescribed time. You will action request for service (RFS) within the prescribed time.

Occupational Health & Safety

Moonee Valley City Council is committed to providing and maintaining a working environment that is safe and without risks to health as far as reasonably practicable. Meeting this commitment requires leadership, teamwork and cooperation. As a Leader, you are an integral part of our team and therefore, are looked upon by others to drive and live the actions that will help provide a safe and risk free working environment.

To achieve our desired outcome, you will:

- Comply with the Occupational Health and Safety Act, related Regulations and defined OHS policies, procedures, safety rules and safe working procedures and implement and monitor the organisation's OHS policies, procedures, safety rules and programs in the relevant work area to achieve and maintain OHS standards.
- Monitor health and safety performance and rehabilitation performance within your area of responsibility.
- Participate where required in the resolution of safety issues.
- Review accidents/incidents/hazards and monitor corrective actions as prescribed in the Incident/Hazard Reporting and Investigation Policy and Procedure and prepare reports if appropriate.
- Review any health and safety related reports and take appropriate action.
- Participate in the local Health and Safety Committee where required.
- Ensure consultation with employee health and safety representatives, particularly on any workplace changes that have health and safety implications.
- Initiate actions to improve health and safety.
- Actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.
- Ensure all employees are inducted and receive regular training as required to perform jobs safely.

- Ensure all employees are clear regarding their legal obligation under the OHS Act and the Moonee Valley's policies and procedures.
- Facilitate rehabilitation of injured workers.
- Review the health and safety performance of employees.

'Equal Opportunity and Human Rights' and 'Bullying and Occupational Violence'

Moonee Valley City Council is wholly committed to the principle of Equal Opportunity and Human Rights and the prevention of Bullying and Occupational Violence.

As an employee of Council you are responsible for ensuring that your behaviour is free of harassment, discrimination or victimisation towards any other person.

You will also ensure that:

- You comply with Council policies and procedures relating to Equal Opportunity and Human Rights; and Bullying and Occupational Violence.
- As required by legislation, you maintain an awareness of your obligations and responsibilities.
- You will promote diversity within your team via recruitment, interaction, and contribution to ensure inclusive service delivery.
- You undertake training as required.
- Your staff have an understanding of our 'Equal Opportunity and Human Rights' and 'Bullying and Occupational Violence' policies by:
 - Identifying training needs to promote improved competency in practice.
 - Addressing poor competency in line with organisational expectations and industrial remedies.
- Any behaviour or practice by employees under your supervision which discriminates, harasses or bullies any other employee, contractor or citizen is not tolerated and is addressed immediately.
- The work of your team aligns with key policies of Council including the Community Wellbeing Strategy (CWS), Diversity and Social Inclusion Strategy (DASIS) and Women's Health Initiative (WHI).
- Your team complies with organisational protocols and procedure.

Risk Management

Moonee Valley City Council actively manages risks in all areas of its business activities so as to protect its employees, assets, services, property, reputation and the general community.

As a leader of employees you are accountable and responsible for:

- Complying with the Risk Management Policy and implementing the Risk Management Strategy;
- Ensuring all risks are identified, analysed, evaluated, treated, communicated, monitored and reviewed;
- Integrating risk management principles into policies and procedures within the work unit;;
- Ensuring human and financial resources are dedicated to risk management activities;
- Notifying the Risk Management Unit of extreme risks;
- Participating in the development and maintenance of the Business Continuity Plan.

Privacy

Council is committed to compliance with the Information Privacy Act.

As an employee of Council, you shall respect and protect the privacy and confidentiality of all information that you may obtain or have access to as a consequence of your employment by:

- Collecting only personal information that is necessary for performance of your function.
- Using and disclosing personal information only for the purpose for which it was collected.
- Making sure personal information is accurate, complete and up to date.
- Taking reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.
- Not seeking sensitive information, including racial or ethnic origin, political views, religious beliefs, sexual preferences, membership of groups or criminal record from another individual.

Sustainability

Council plays a crucial role in ensuring environmental sustainability in Moonee Valley, through minimising its impacts and leading by example. The key environmental challenges faced by Council and community are:

- Protecting our natural assets;
- Using resources wisely;
- Minimising everyday environmental impacts.

Council has committed to a number of targets, including reduced water use and moving towards carbon neutral facilities and service provision.

To achieve our desired outcome, you will:

- Maintain an awareness of resource use in your role and minimise this wherever possible;

- Carry out your role in line with Council's Waste Wise Organisation policy and Green Purchasing principles;
- Review work practices to identify where changes to behaviour or technology can improve their environmental performance.

Records Management

- Employees of Moonee Valley City Council must ensure that they maintain complete and accurate records relating to the business activities that they perform on behalf of Council.
- To ensure future accessibility, Council records, including correspondence, reports, facsimiles, emails etc must be saved or scanned into the electronic records management system.
- Council records must not be disposed of without authorisation from the Coordinator Records. Unauthorised alteration, removal, distribution or destruction of Council records is prohibited.

Excellence in Governance

Employees of Moonee Valley City Council are expected to demonstrate and maintain behaviours that are, courteous, respectful of alternative views and opinions, professional and which uphold integrity, honesty and care in discharging their responsibilities.

Employees must at all times treat others fairly and respect others differences.

Employees are expected to comply with any lawful order or work direction given by any person authorised to make such an order or work direction. Any doubts as to the propriety or legality of an order or work direction should be referred to the appropriate Director/Executive Manager.

Employees are expected to be diligent in the performance of their duties and ensure that they remain focused on the provision of quality services.

Employees are obliged to observe confidentiality in relation to any privileged information an employee receives as a Council employee.

Employees shall not engage in any private practice where the same, or similar, professional or trade skills used in employment with Council are used in such private practice (whether or not relating to activities within or outside the municipality), except with the specific permission of the Chief Executive.

Any actual or perceived conflict of interest must be disclosed prior to business dealings or immediately the conflict is apparent. This includes any possible direct or indirect pecuniary interest with a potential external tenderer in respect of goods, services or works tendered by Council and any external tenderer or other party in respect of employment opportunities offered or maybe offered to the employee.

Employees must not make a statement made on behalf of the Council to the media or public unless authorised to do so by the Chief Executive.

Employees shall not use confidential Council information to gain advantage for themselves or for any other person or body. Employees shall not use such information improperly to cause harm or detriment to other staff, people, body or the Council.

Employees shall not discuss departmental business or staff matters with Councillors. An employee is to consult the appropriate Director/Executive Manager prior to engaging in any meeting with a Councillor/s. Employees are to obtain directions from the appropriate Director/Executive Manager prior to dealing with a request from a Councillor/s.

PART E: CONDITIONS OF EMPLOYMENT

AWARDS AND INDUSTRIAL AGREEMENTS

Due to the varying functions of a Council, conditions of employment can differ between work units. The following information is intended as a brief guide to information you may like to know prior to applying for a position. Conditions specific to a work unit will be explained during the interview process.

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Moonee Valley City Council employees are:

- Victorian Local Authorities Award 2001
- Nurses (ANF Victorian Local Government) Award 2002
- Local Government Early Childhood Education Employee's Agreement 2009

Council's current industrial agreement is the Moonee Valley City Council "Doing Business Better" Enterprise Agreement 2010 - 2013.

Early Childhood Teachers and Early Childhood Education Assistants are not covered by Council's Enterprise Agreement 2010 – 2013, however Early Childhood Education Assistants continue to receive specified benefits from Council's former Enterprise Agreement 2005 – 2010.

There are also a number of other agreements, for instance various Employment Contracts, which may alter award conditions. Arrangements specific to your employment and work place will be explained to you during the recruitment process.

All Council employees operate under a certified agreement. A copy of all Awards and agreements are readily available to all staff.

TENURE

The tenure/status of this position is Permanent Full Time

SALARY

Salary is in accordance with the Victorian Local Authorities Award 2001 and Council's Enterprise Agreement.

HOURS OF DUTY

The hours of duty, pattern of work (the hours worked each day, the days of the week an employee works and the starting and finishing times of each day or shift) and working arrangement (the period within which a full time Employee works his/her pattern of work, e.g. 38 hour 5 day week, 152 hour nineteen day month etc) is dependant on the varying functions of Council and may vary from department to department.

Your hours of duty, pattern of work and working arrangement will be discussed with you prior to commencement.

Your pattern of work and working arrangement may be varied during your employment to meet operational requirements.

The hours of duty for this position are 38 hours per week.

LEAVE ENTITLEMENTS

Leave entitlements are in accordance with the appropriate award.

Additionally, Council's enterprise agreement and policies offer employee's generous entitlements including:

- Paid parental leave;
- Paid pre-natal leave;
- Paid bereavement and compassionate leave;
- Primary carers leave;
- Primary carers recreation leave;
- Cultural and ceremonial leave;
- Leave without pay;
- Reimbursement of after hours dependant care;
- Alternate model of employment (up to an additional 10 weeks leave per year)

Please note payment for annual leave, sick leave and Public Holidays (not worked) is not available to employees who are paid a loading in lieu of such paid leave.

QUALIFYING PERIOD

All employees (other than casual employees) are required to complete a six month qualifying period at the beginning of their employment. Successful completion of the qualifying period will include, but is not limited to:

- Performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan.
- Skills and knowledge represented in application.
- The commitment to and how the employee's work reflects the core values of Moonee Valley City Council.

- Attendance.
- Completion of Moonee Valley's induction process, which includes participation in:
 - Corporate induction program (attendance based and on-line)
 - Local induction
 - Compliance training:
 - Equal Opportunity
 - Charter of Human Rights and Responsibilities,
 - Privacy
 - Bullying and Occupational Violence
 - Sexual Harassment
 - Managing the risk in our workplace.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements determined above and any additional requirements that may have been incorporated into the employee's letter of offer.

Where, in the opinion of management, the employee will not or has not successfully achieved the requirements determined above and any additional requirements that may have been incorporated into the employee's letter of offer, the employee's services shall be terminated.

RESIGNATION/TERMINATION

The provisions of the appropriate Award, Moonee Valley City Council "Doing Business Better" Enterprise Agreement 2010 - 2013, applicable Council policies and if applicable the Local Government Act shall apply in relation to the resignation/termination of employment of an employee.

SUPERANNUATION

- a) Moonee Valley City Council shall make superannuation contributions in respect of the employees covered by this Agreement in accordance with the Superannuation Guarantee (Administration) Act 1992, as amended and this agreement.
- b) Moonee Valley City Council shall be a participating Employer of Vision Super, HESTA and Health Super and shall contribute to these funds on behalf of its employees, other than as provided in sub-clause (c) of this clause.
- c) An employee of Moonee Valley City Council may in accordance with the requirements set out in the Superannuation Guarantee (Administration) Act 1992, as amended, request that the employer contributes superannuation on behalf of the employee to an alternate fund of the

employee's choice. Any alternate fund must be a complying and registered fund and must accept contributions electronically.

Vision Super shall be the default fund in circumstances where an employee does not advise the employer of an alternate fund.

- d) Moonee Valley City Council will make all arrangements that are necessary to enable it to contribute to superannuation in respect of its employees and to facilitate such for its employees who wish to make voluntary contributions to superannuation by means of wage/salary deduction.

LOCATION

Upon accepting a position with the Moonee Valley City Council, an employee will be advised of his/her commencement work location.

An employee's work location may at the Chief Executive's discretion, be altered during the employee's employment with the Council.

CANVASSING OF COUNCILLORS

Canvassing of Councillors either directly or indirectly for employment will immediately disqualify prospective applicants for positions with Moonee Valley City Council. This includes requests for Councillors to provide references or to act as referees.

POLICIES

The incumbent of this position is required to undertake his/her employment with due regard to personal safety and that of co-workers and the general public in accordance with relevant legislation, Council policies and procedures.

Each employee is responsible for ensuring that they are familiar with Council Policies.

All Policies can be located on Councils Intranet site (Edna) ⇒ HR: Policies and Procedures.

Employee's, who do not have computer access, should contact their supervisor or the Human Resources Department for copies of policies.

PERFORMANCE ENHANCEMENT PROGRAM (PEP)

Council's Performance Enhancement Program (PEP) or online Performance Evaluation System (PES), is a holistic approach to assist in achieving and maintaining a quality service, Council's Values, Goals and Objectives and the development of staff.

The program encompasses:

- Appraisal and reflection;
- Individual and departmental objective and goal setting;
- Behavioural objectives;
- Employee development;
- Assessment and review.

Annually, Management and an employee will undertake a review of the previous year's performance and achievements and the development of the next year's individual employee development plan.

The process shall include as a minimum:

- 180 degree feedback on individual, departmental and corporate performance and achievement;
- Assessing the level of achievement of the employee's established performance objectives;
- Assessing the level of achievement of, and compliance with, Council's Values and organisational obligations;
- Assessing the level of achievement of, and individual and corporate benefits derived from, all learning and development;
- Development of the next year's individual performance objectives;
- Development of the next year's individual learning and development, including, position related training, corporate training and career development training.

SMOKING

Smoking is not permitted in any Council workplace including Council owned and/or managed properties or buildings including the Civic Centre and Depot and all Council vehicles, including plant.

PART F: APPLICATION PROCESS

APPLICATIONS

Applications close 5.00 pm **Thursday 8 March 2012**

Applications should be emailed to:

recruitment@mvcc.vic.gov.au

Please Note: Electronic resumes will only be accepted in Microsoft Word or Adobe Acrobat format.

If you do not have access to a computer, applications can be forwarded to the following postal address:

Manager, Organisational Development
Moonee Valley City Council
P.O. Box 126
Moonee Ponds Vic 3039

All applicants are requested to include the following details in their application:

- A **covering letter** which states the title of the position you are applying for (please include the relevant position no) and why you are interested in the position.
- A supporting document which addresses the **key selection criteria** as stated in the position information kit. (Applications that do not address the Key Selection Criteria may not be considered)
- A **current resume** which includes:

Personal details:

Full name, address and telephone number.

Educational achievements:

Qualifications held, including date of issue.

Experience:

Full details of past experience, including the present position held.

References:

At least two professional referees should be nominated, together with details of their current positions and phone numbers on which they may be contacted. No contact will be made with these referees without prior approval of the applicant.

*** NB - Privacy**

Applicants who provide personal information (such as the names and contact details) of referees, either in their application or at a later time, must advise those people that their personal information will be supplied to Moonee Valley City Council. Applicants must ensure that each listed referee agrees to the applicant providing such information to Moonee Valley City Council.

RESIDENCY STATUS

Applicants must be either a permanent resident of Australia or have evidence that they have the right to work in Australia.

If you are not a permanent resident of Australia, please attach a copy of one of the following documents to your application as evidence of your right to work in Australia:

- Australian Birth Certificate;
- Australian Citizenship Certificate;
- Australian or New Zealand passport;
- Evidence of Permanent Residence Status, or Temporary Visa with entitlement to work.

PRIVACY STATEMENT

The personal information you have provided will be used to assess your application for employment. You have been requested to provide this information in order to enable Council to compare your application with others and to verify the statements made. In applying for this position, you are giving your consent for Council to use this information. The information is used by council only in connection with your application (and to form the basis of your personnel file if successful). Relevant parts may be disclosed to persons or organisations you have identified as current or former employers, referees or others who may be able to assist Council in assessing your application. It may also be disclosed to any authority such as immigration, licensing, educational or other where you have made a statement or indicated a qualification that Council needs to verify. You may access this information by contacting Council on 9243 8764. Information provided by you, which is no longer needed, will be destroyed six months from the date of receipt.

INTERVIEW & ASSESSMENT

Applicants should be prepared to attend a personal interview/s. Additionally applicants may be asked to undertake skills testing, cognitive ability, work sample and aptitude tests.

Please note verification of claims made in application and during interview will be sought.

PROOF OF QUALIFICATIONS

Prior to commencement the successful applicant will be required to provide original copies of all qualifications (or other satisfactory proof of qualification), and a copy off all such qualifications shall be made and kept on the employee's personnel file. (Qualifications include licences and endorsements etc).

PRE-EMPLOYMENT MEDICAL

As part of the selection process, the recommended applicant(s) will be required to undergo a pre-employment medical examination with a Council appointed doctor to determine their ability to carry out the **inherent requirements** of the position.

The applicant(s) will be required to sign an Occupational Health and Safety Declaration.

Note: Failure to disclose the information required on the Occupational Health and Safety Declaration or making false or misleading disclosures, may disqualify you from any Workers' Compensation entitlements for any recurrence, aggravation or acceleration of the pre-existing injury or disease if it is sustained in the course of, or due to, the nature of your employment with Moonee Valley City Council. (Section 82 of the Accident Compensation Act)

POLICE CHECK

Applicants may be required to undergo a Police Check prior to commencement in the position.

WORKING WITH CHILDREN CHECK

The *Working With Children Act 2005* (The Act) requires certain employees to hold a Working With Children (WWC) permit before the employee can undertake his/her work role.

Employees who require a WWC permit to undertake their work role, but have not obtained such a permit will not be permitted to commence employment with the Council.

Employees who require a WWC permit to undertake their work role, (consistent with the phase in period for the work role of the employee) shall be required to obtain a WWC permit, or make application for a WWC permit prior to the end of the phase in date.

Please see Council's policy and procedure on Working with Children Checks for further information and assistance.

The policy and procedure can be located on Councils Intranet site (Edna) ⇒ HR: Policies and Procedures.

ENQUIRIES

Telephone enquiries may be made to Hanh Nguyen, Co-ordinator Home and Community Care on Phone **(03) 9243 9130**.