

Position Description

Position Title:	Director Community Wellbeing
Classification:	Contract
Business Unit:	Community Wellbeing
Reports to:	Chief Executive Officer (CEO)
Approved by:	CEO
Reviewed:	March 2025

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust Museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Community Wellbeing;

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- Customer and Corporate Affairs;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. About the Community Wellbeing Directorate

The Community Wellbeing directorate supports the health and wellbeing of the Glen Eira community through planning and delivery of a broad range of services, programs, events and initiatives. The directorate comprises three departments:

- Community and Economic Development,
- Libraries, Arts and Culture and
- Life Stages.

The department also includes a Strategic Community Planning function.

Community and Economic Development

The Community and Economic Development department aims to build a healthy, vibrant, inclusive and resilient community. Taking a place-based approach the department focuses on strategic planning, policy development and advice for community strengthening, economic development and diversity, access and inclusion.

The department is responsible for the development and implementation of a range of Council strategies including: the Community Wellbeing Plan, Local Economy and Placemaking Action Plan, Reconciliation Action Plan, Gender Equality Action Plan, Community Safety Plan and Social and Affordable Housing Strategy. The teams within the department include; Economic Development, Wellbeing and Social Policy, Community Strengthening and Diversity & Inclusion.

Libraries, Arts and Culture

The Libraries, Arts and Culture team helps bring the community together through performance, exhibitions, history, heritage, literacy, technology, learning, and culture.

Our four libraries and arts and cultural program deliver services and facilitate events and experiences that enrich lives, encourage lifelong learning, celebrate diversity, and help build a more connected and creative community.

Life Stages

The Life Stages department embeds a whole of life stages approach in service and program delivery across the life span from birth and pre-birth through to our oldest residents incorporating multi-generational and cross generational approaches. The Life Stages department comprises of the following areas: Healthy Ageing, Residential Aged Care and Family, Youth and Children's Services.

Healthy Ageing supports residents of Glen Eira through the provision of healthy ageing and support services to enhance independent living and social connection.

Residential Aged Care ensures optimum quality of care of residents in accordance with organisational policy and the standards and guidelines set by the Commonwealth and State Governments. Council owns and operates Warrawee Community, a 90-bed residential aged care facility situated in Bentleigh East.

Family, Youth and Children's Services provides a range of high quality services and facilities for families, children from birth to six years, and youth aged 10 to 25 years. The area is responsible for providing the following services: Youth Services, Maternal and Child Health; Immunisation; Family Day Care; Occasional Care and Kindergarten Partnerships and Central Registration.

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Strategic Community Planning

This function supports and enables strategic outcomes to enhance the health and wellbeing of the Glen Eira community in collaboration with all departments in the directorate and across the organisation. The function supports Council's health and wellbeing planning and provides strategic guidance and advice relating to strategic plans and special projects within the responsibility of the Community Wellbeing directorate. This function also supports integrated planning across the organisation to enhance quality of life of the community, liveability and connection to place.

4. Position Purpose and Background

The Director Community Wellbeing reports to the Chief Executive Officer (CEO) for strategic direction and is one of four Directors and two senior leaders that together form the 'Executive Team' with the CEO. All leaders at Glen Eira play a key role in leading and driving the development of policy and services, as well as creating a positive and productive culture and work environment.

All Directors are expected to have an unrelenting focus on customer service, continuous improvement and value for money. Directors will ensure that services are designed with the customer in mind, Council's activities outlined in the Council Plan are delivered, statutory responsibilities are satisfied, and that planning for the future is robust and well informed.

As a member of Council's Executive Team, Directors work collaboratively with colleagues to ensure that opportunities for integration are maximised and community outcomes are enhanced. They regularly lead cross-organisational initiatives, often outside of their appointed portfolio.

5. Business Relationships

Reports to:	CEO
Supervises/Reported to by:	Manager Community and Economic Development Manager Libraries, Arts and Culture Manager Life Stages
Internal liaisons:	Chief Executive Officer Senior Management Groups Councillors Other Council Staff
External liaisons:	Government departments Auditors Contractors, Consultants Media Community Groups, residents

6. Key Responsibilities

- Lead, inspire and manage Community Wellbeing teams to achieve the outcomes identified in Council's Integrated Planning and Reporting Framework.
- Ensure effective planning for the provision of high quality community services having regard to Council's identified priorities and community needs.
- Manage and continuously improve the cost effective and efficient provision of Council's community services with a strong customer focus and in accordance with defined Council policies and government regulations and guidelines.

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- Manage risk, budget and resources associated with the Community Wellbeing portfolio, including ensuring that relevant grants and subsidies are applied for and properly acquitted.
- Maintain accreditation of Council services where accreditation is required, for example residential aged care and long day care.
- Provide specialist advice and guidance on matters relevant to the Community Wellbeing portfolio to the CEO, other Directors, Councillors and staff so that they are fully informed and able to make decisions on the basis of facts and relevant information.
- Act compatibly with human rights and consider human rights when making decisions.
- Ensure that projects and services from within the Directorate are informed by meaningful community engagement, agreed service standards and an approach to partnership that is consistent with Council's values.
- Manage sensitive issues in the interests of Council and with regard to the role of Councillors as elected representatives.
- Ensure that activities of the Directorate are governed by authorised policy and procedure.
- Ensure the effective management and oversight of contractors and suppliers to Council as required.

Planning & Management

- Identify, plan and determine the strategic direction and approach for the Directorate including identifying and introducing best practice for strategies, policies, procedures and plans.
- Develop an Annual Workplan / Business Plan and associated budget that is reflective of the strategic direction of Council and addresses the current and future needs of the community and organisation.
- Develop systems for continuous improvement in programs and services, including processes for review, evaluation and the application of demonstrated best practice and value for money.
- Achieve excellence in customer service, setting performance goals and reviewing service performance to strengthen Council's reputation and stakeholder perception.
- Maintain a strong knowledge and abide by all legislative requirements, organisational policies, procedures, guidelines, as well as operating within delegated authority. Services must be delivered within statutory constraints.
- Proactively market the Environment and Infrastructure area with a focus on representing and promoting Glen Eira City Council at every opportunity to local government, other levels of government, associations and the community generally.
- Manage and administer programs and contribute to the overall policy, procedures and direction of Glen Eira City Council through membership of the Executive Team.
- Maximise the use of technology to continually improve knowledge management and service delivery.
- Foster innovation and develop, suggest, adopt and implement new ideas and practices which improve the overall wellbeing of the community.
- Undertake emergency management activities as directed, and as required.

Communication & Engagement

- Effectively communicate with influence, the vision and strategic direction of the Community Wellbeing Directorate as well as its key programs, policies, strategies and other key initiatives to relevant stakeholders to influence and gain support.
- Raise awareness of Council's roles, responsibilities, services, facilities and achievements and influence the outcome of issues which might impact on the Glen Eira community.
- Oversee Council's corporate communications relevant to the portfolio, and collaborate with the corporate communications team to effectively manage public relations on politically sensitive matters, to ensure

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that Council's messages, programs and achievements are communicated effectively to the community and relevant stakeholders.

Leadership & Management

- Lead, coach and inspire Directorate staff in an environment where people's competencies, attributes and behaviours are strengthened.
- Align the Directorate's people management practices with Council's overall people management strategies and values.
- Build and establish productive and collaborative relationships with internal and external stakeholders, developing and maintaining a true partnership approach with all levels within the organisation, clients and externally with the community, other organisations and spheres of government.
- Work as part of the Executive Team to build an organisational culture that supports Council's values and continuously improves organisational effectiveness.
- Identify and drive change management initiatives, processes, programs and strategies for the Directorate, fostering an environment of innovation and continuous improvement.
- Be a role model organisational values and priorities of the organisation.
- Implement the Council's Performance Management process with Managers and relevant staff within the Directorate, ensuring that employees are aware of expectations in relation to their key result areas, values, behaviours and development plans.
- Ensure that newly recruited staff possess the appropriate capabilities and values, are effectively inducted into the organisation and provided with ongoing support and development.

7. OH&S, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Review and monitor the health and safety performance of the Department including reviewing health and safety performance of your team.
- Contribute to a safe working environment by adherence to the Occupational Health and Safety Act 2004, regulations and Council Occupational Health and Safety procedures.
- Ensure that business plans operationalise the requirements of Council's OH&S Plan which are relevant to their business.
- Report on, and review serious accidents/incidents/hazards and monitor corrective actions as per Council's OH&S Policy and Procedure.
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

8. Selection Criteria

- Relevant tertiary and post-graduate qualifications in a related discipline
- Significant relevant portfolio experience at a senior leadership level in either public or private sector
- Strong team player with high political acumen, emotional intelligence, self-awareness and sound judgement.

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- High level strategic change management expertise with the proven ability to drive and manage significant cultural, process and system change within a complex portfolio.
- Excellent business management skills with the ability to lead the development, preparation and negotiation of realistic budgets within agreed parameters, as well as manage funding agreements.
- Exceptional interpersonal, written communication and presentation skills, with the ability to communicate sensitive issues to various audiences and stakeholders, produce high quality reports and represent Council in professional forums
- Demonstrated track record in leading and inspiring staff and creating a positive and motivating work environment.

9. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- The position incumbent will be expected to adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time. A Victorian Drivers License is therefore highly desirable.