

# Job Task Analysis Report

## OPEN SPACE COORDINATOR



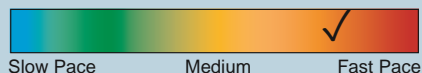
City of  
**KINGSTON**

<b>VERSION:</b>	V1 – 19.03.2024
<b>DEPARTMENT</b>	Open Space
<b>PREPARED BY:</b>	Emily Boucher – Manager Open Space Leigh Bailey – Team Leader Horticulture Luke Armstrong – Team Leader Reserves & Sportsgrounds Scott Nagel – Coordinator Horticulture Will Tangipo - Reserves Coordinator Scott Mortimer - Recreation Reserve Coordinator/Health & Safety Representative Tanie Calder – Acting Foreshore Coordinator Asieh Motazedian – Team Leader Public Space Steve Colquitt – Team Leader Urban Forest Paul Sandells – Team Leader Bushland Foreshores Rachel Devlin – Bushlands Coordinator Luke Kapitany – Bushland Coordinator Craig Howes- Open Space Crew Megan Hansson- Acting Senior Health and Safety Officer Rebecca Noonan – PACE Health Management
<b>WORK SCHEDULE:</b>	Days Per Week - Monday-Friday (Fulltime) Hours/Day 8 hours *Overtime may be required by mutual agreement Breaks - 20min morning tea, 30min for lunch
<b>LOCATION/S ANALYSIS UNDERTAKEN:</b>	Kingston Braeside Depot

<b>Organisation specified objectives of this analysis</b>	Functional Task Analysis
<b>Task Modifications Available - Physical</b>	<input type="checkbox"/> Assistance from Manager <input type="checkbox"/> Load reduction <input type="checkbox"/> Lighter duties <input type="checkbox"/> Reduced work rate <input type="checkbox"/> Increased breaks
<b>Task Modifications Available -Cognitive</b>	<input type="checkbox"/> Ability to work independently <input type="checkbox"/> Ability to work in teams <input type="checkbox"/> Remote support
<b>Task Modifications Available -Environmental</b>	<input type="checkbox"/> Ability to rotate work within the teams <input type="checkbox"/> Ability to change tasks depending on the environment
<b>Most prevalent workplace injuries:</b>	No reported injuries for this role in the period 2018 - 2024
<b>Most prevalent workplace injury incidents/tasks:</b>	No reported injuries for this role in the period 2018 - 2024
<b>Description and primary purpose of role:</b>	<p>The role of a Coordinator within the Open Space Department is to plan for the maintenance, renewal and capital improvement of natural and built assets within Councils public open spaces.</p> <p>The role will need to provide technical advice, oversee budget expenditure and the effective management and development of maintenance contracts within the city. The role has an impact on the short-and-long-term management, renewal and capital improvements of open space and associated assets. The role is also required to oversee customer request allocation to crews, providing written and verbal updates to customers.</p>

ENVIRONMENTAL FACTORS	Description
Temperature	<input type="checkbox"/> Indoor - Temperature controlled office environment <input type="checkbox"/> Vehicle – Temperature controlled personal or work vehicle <input type="checkbox"/> Outdoor – Public space (weather parameters for safely managing work) <input type="checkbox"/> Combination indoors, vehicles and outside (split 90%/ 5% / 5%)
Noise	<input type="checkbox"/> No
Vibration	<input type="checkbox"/> No
Personal Protective Equipment	<input type="checkbox"/> Earmuffs/plugs <input type="checkbox"/> Safety Boots <input type="checkbox"/> High Vis Vest
Machinery/Tools	<input type="checkbox"/> Laptop
Uneven Terrain	<input type="checkbox"/> Nature strips, Parks, Reserves
Wet/slippery	<input type="checkbox"/> Spills within kitchens/toilets

### PACE ratings:



### Manual Handling Physical Demand Rating Classification Guide:

Physical Demand rating	Tick	Weight/Force Exerted to push or pull items.	Weight Lifted or carried
Sedentary	✓	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.	>4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects.
Light		Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.	Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects.
Medium		Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.	>9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects.
Heavy		Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.	>15-20 kg occasionally, 11-16kg frequently to lift or carry objects.
Very Heavy		Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.	20kg+ occasionally, 16+ kg frequently to lift or carry objects

### Cardiovascular Physical Demand Rating Classification Guide:

Physical Demand rating	Tick	Cardiovascular Demand
Sedentary	✓	A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort
Light		A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort
Medium		A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort
Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort
Very Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort

## Health Monitoring Considerations

CRITERIA	Yes/No
Exposure to hazardous noise	Yes
Exposure to manual handling as part of normal activities	Yes
Exposure to hazardous chemicals	No
Exposure to hazardous manual handling	No
Exposure to biological waste	No

### HAZARDOUS MANUAL HANDLING

Manual handling tasks are assessed in accordance with the WorkSafe Victoria Compliance code: Hazardous manual handling. Use this checklist to identify if a manual handling task is considered as hazardous. If any boxes are selected, the task involves hazardous manual handling.

Work/Task	Repetitive or sustained application of force	Sustained awkward posture	Repetitive movement	Application of high force	Exposure to sustained vibration	Handling of live people or animals	Unstable or unbalanced loads or loads that are difficult to grasp or hold	Does the task involve hazardous manual handling?	For known risks are suitable control measures available now?	If yes, provide details
Stationary delivery								No		
Laptop								No		

# PHYSICAL DEMAND MATRIX

## SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

**KEY:** **R:** Rarely 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

Posture required	R	O	F	C	OH	Typical Maximum Holding Time	Typical Holding Time
Standing		x				4 hours	60-90 minutes
Sitting		x				4 hours	30-60 minutes
Walking				X		3 hours	60-90 minutes
Unilateral Kneel (one knee)		X				5 minutes	3-5 minutes
Bilateral Kneel (two knees)		X				5 minutes	3-5 minutes
Reaching Overhead		X				3 minutes	30-60 seconds
Reaching forward		X				3 minutes	30-60 seconds
Reaching Shoulder height		X				3 minutes	30-60 seconds
Computer-based work				X		5 minutes	1-3 minutes
Climbing stairs		X				5 minutes	3-5 minutes
Stooping or bending		X				5 minutes	3-5 minutes
Driving					X	30 minutes	10-20 minutes
Twisting		X				5 minutes	3-5 minutes
Crouching		X				5 minutes	3-5 minutes
Turning		X				5 minutes	3-5 minutes
Looking up/Down		X				5 minutes	3-5 minutes
Balancing/Uneven Ground		X				5 hours	60-90 minutes
Writing/typing				X		3 hours	30-60 minutes
Scanning		X				5 minutes	3-5 minutes
Squatting		X				5 minutes	3-5 minutes
Push & Pull		X				10 minutes	1-5 minutes

## MANUAL HANDLING DEMANDS

**KEY:** **R:** Rarely 1-33% or <2.5hrs/shift **O:** Occasionally 33-66% or >2.5-5 hrs/shift **F:** Frequently 67-100% or >5-8 hours of shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

Force Exerted	Description
Sedentary	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.
Light	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.
Medium	Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.
Heavy	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.
Very Heavy	Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (metres) load moved or number of stairs/rungs	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/Hr	Typical Time Sustained for (min)
Lift floor to waist:	Laptop bag, Milk out of fridge, Ream of paper		x					10kg	1-3kg		
Lift below the knee to waist:	Laptop bag, Milk out of fridge, Ream of paper			x				10kg	1-3kg		
Lift waist to shoulder:	Stocking cupboards (kitchen supplies, stationery supplies)	x						5kg	1-3kg		
Lift waist to overhead:	Stocking cupboards (kitchen supplies, stationery supplies)	x						5kg	1-3kg		
Carry bilateral (two arms):	Laptop/iPad		x								
Unilateral Carry (one arm):	Delivery trolley Furniture (room arrangement Doors			x					10kg	1-10kg	1-5 mins
Push load:	Delivery trolley Furniture (room arrangement Doors			x					10kg	1-10kg	1-5mins
Pull load:	Delivery trolley Furniture (room arrangement Doors			x					Light	Light	
Grasping	Typing, Writing + Driving					x			Light	Light	
Pinching	Typing, Writing + Driving					x			Light	Light	
Fine finger/ Hand Coordination	Typing, Writing + Driving					x			Light	Light	

## PSYCHOSOCIAL MATRIX

**KEY:** **R:** Rarely O: Occasionally 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

	Attribute	Explanation	Frequency Experienced during typical day	General examples
<b>PERSONAL</b>	<b>Decision making/ reasoning</b>	<p>Making good and timely decisions that keep the department moving forward</p> <ul style="list-style-type: none"> <li>- Makes sound decisions, even in the absence of complete information</li> <li>- Relies on a mixture of analysis, experience, and judgement when making decisions</li> <li>- Considers relevant factors and uses appropriate decision-making criteria and principles</li> <li>- Recognises when and reasonable solution will suffice in a timely matter</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Prioritising service needs</li> <li>- Referring matters to colleagues or other services</li> <li>- Judgement about service interventions</li> <li>- Determining and communicating staff roster</li> </ul>
	<b>Rule following</b>	Follows policies and procedures in place to ensure business operations are consistent	Constant	<ul style="list-style-type: none"> <li>- Follows safety and service procedures, legislation, and standards</li> <li>- Appropriately escalates and transfers matters as required</li> <li>- Follow instructions of the direct supervisor</li> </ul>
	<b>Literacy skills</b>	An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.	Constant	<ul style="list-style-type: none"> <li>- Reading and understanding written information in English</li> <li>- Writing formal correspondence in a professional manner</li> <li>- Interpreting translating and simplifying complicated information</li> <li>- Writing notes, incident, and accident reports</li> <li>- Reading and reviewing plans</li> <li>- Developing and delivering customer communication materials and documentation</li> </ul>
	<b>Numeracy skills</b>	The ability to understand numerical information as well as the ability to make logical conclusions	Constant	<ul style="list-style-type: none"> <li>- Reading a profit and loss statement</li> <li>- Reconcile invoices for contractors and providers</li> <li>- Manage budget requirements</li> <li>- Able to calculate and measure square meterage</li> <li>- Establishing and calculating tender evaluation matrix</li> </ul>
	<b>Technical literacy</b>	<p>Anticipating and adopting innovations in department / building digital and technology applications</p> <ul style="list-style-type: none"> <li>- Anticipates the impact of emerging technologies and makes adjustments</li> <li>- Readily learns and adopts new technologies</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Trialling different types of mobile devices, software, operating systems, and apps for Open Space</li> <li>- Establishing and calculating tender evaluation matrix</li> </ul>
	<b>Coping with pressure and setbacks</b>	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> <li>- Responds reasonably to difficulty situations</li> <li>- Balances the demands of work life and personal life</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>- Responding reasonably and professionally to difficult situations (challenging internal and external stakeholders)</li> <li>- Managing conflict and feedback from customers and staff</li> </ul>

	- Handles criticism well and learns from it		<ul style="list-style-type: none"> <li>- Meeting work expectations and timelines</li> <li>- Adapting to changing priorities, varying levels of workloads</li> <li>- Knowing when to escalate matters for resolution</li> </ul>
<b>Manages complexity</b>	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> <li>- Asks questions to accurately analyse situations</li> <li>- Acquires data from multiple and diverse sources when solving problems</li> <li>- Uncovers root causes to problems</li> <li>- Evaluate pros and cons, risks, and benefits of different solution</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Identifying and understanding the impact of competing priorities and expectations</li> <li>- Applying appropriate behaviours to customer interactions</li> </ul>
<b>Manages Ambiguity</b>	<p>Operating effectively, even when things are not certain, or the way forward is not clear</p> <ul style="list-style-type: none"> <li>- Deals comfortably with the uncertainty of change</li> <li>- Effectively handles risk</li> <li>- Can decide and act without the total picture</li> <li>- Is calm and productive, even when things are up in the air</li> </ul> <p>Deals constructively with problems that do not have clear solutions or outcomes</p>	Frequently	<ul style="list-style-type: none"> <li>- Prioritizing scheduled and reactive work appropriately</li> <li>- Ability to navigate competing priorities and expectations</li> <li>- Balancing customer expectations and needs with technical requirements and the teams' ability to deliver the service</li> <li>- Planning and applying workflow to manage service delivery</li> </ul>
<b>Ability to work in isolation</b>	<p>Comfortable working in isolation for prolonged periods of time without the company of others:</p> <ul style="list-style-type: none"> <li>- Persists in accomplishing objectives despite obstacles and setbacks</li> <li>- Self-led to achieve results</li> </ul>	Rarely	<ul style="list-style-type: none"> <li>- Performing activities or tasks alone (including work planning)</li> <li>- Managing own workload and activities including scheduling appointments and meetings</li> <li>- Working flexibly (after hours)</li> </ul>
<b>Emotional stability</b>	<p>Stay composed and forward-thinking when faced with challenging situations</p>	Constant	<ul style="list-style-type: none"> <li>- Dealing with requests / upset members of the public (in-person, via phone, via email)</li> <li>- Supporting individuals experiencing challenging circumstances (staff, members of the public)</li> <li>- Redirecting customer requests via the appropriate channels</li> <li>- Providing opportunities for regular debriefs post-difficult / triggering situations</li> <li>- Participating in internal and external training programs to ensure appropriate skills to support members of the staff</li> </ul>
<b>Concentration</b>	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	Frequently	<ul style="list-style-type: none"> <li>- Driving vehicles</li> <li>- Organise, and facilitate group work and casework with young people</li> </ul>
<b>Persistence</b>	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> <li>- Stay committed when faced with adversity</li> <li>- Persevere in pursuit of short and/or long-term goals</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>- Working through unforeseen obstacles, discouragement, distraction, or stressful situations</li> <li>- Supervising and working with unpredictable individuals, technology, and systems</li> <li>- Engaging individuals and groups with different circumstances, personalities, and needs</li> </ul>

	<b>Nimble learning</b>	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> <li>- Learns when facing new situations</li> <li>- Experiments to find new solutions</li> <li>- Takes on the challenge of unfamiliar tasks</li> <li>- Extracts lessons learnt from failures and mistakes</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Experimentation through program delivery</li> <li>- Learning new technology, apps, and social media to interact with young people</li> <li>- Facilitate support and mentoring programs and strategies.</li> </ul>
	<b>Ability to follow and complete instructions given</b>	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> <li>- Follows procedures and policies</li> <li>- Keeps to schedule</li> <li>- Arrives punctually for work and meetings</li> <li>- Complies with legal obligations and safety requirements of the role</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Ensures legal and safety obligations are met</li> <li>- Follows reasonable directions set by the organisation</li> <li>- Seeks clarity on and interprets unclear instructions</li> </ul>
	<b>Short term focus and/or attention to detail</b>	<p>The ability to document key pieces of information that are frequently relied upon to perform workplace tasks</p> <ul style="list-style-type: none"> <li>- The ability to transfer information from one source to another and apply it</li> <li>- The ability to focus on a priority task with distractions present</li> <li>- Able to quickly decipher the importance of number of tasks and prioritise accordingly</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Prioritising tasks and activities with a service perspective</li> <li>- Preparing detailed work programs including budgets, rosters, timesheets</li> <li>- Accurately writing and explaining instructions and procedures</li> </ul>
<b>SOCIAL</b>	<b>Autonomy</b>	<p>The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously</p>	Occasionally	<ul style="list-style-type: none"> <li>- Recognising key strategic or politically sensitive decisions.</li> <li>- Providing service to customers as required</li> <li>- Completing work tasks from a checklist</li> </ul>
	<b>Ability to work with colleagues/ team</b>	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> <li>- Works cooperatively with others across the organisation to achieve shared objectives</li> <li>- Represents own views while being respectful to others</li> <li>- Partners with others to get work done</li> <li>- Credits others for their contributions and accomplishments</li> <li>- Gains trust and support of others</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Working face-to-face with colleagues as required</li> <li>- Working with groups across multiple Council sites</li> <li>- Understanding internal and external stakeholders' requirements, expectations, and needs</li> </ul>
	<b>Ability to work with consumers</b>	<p>Anticipating and balancing the needs of multiple customers/stakeholders/clients</p> <ul style="list-style-type: none"> <li>- Understands internal and external customers/stakeholders/client requirements, expectations, and needs</li> <li>- Considers the interests of multiple customers/stakeholders/clients</li> <li>- Considers cultural and ethical factors relevant to the situation</li> <li>- Acts reasonably despite conflicting demands of customers/stakeholders/clients</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Working with the community from all demographics (eg: different ages, cultures, abilities, CALD, Indigenous, and First Nations and LBGTQI+ people with accessible needs and older adults)</li> <li>- Working remotely with customers as required</li> <li>- Understanding internal and external customers/ stakeholders/client requirements, expectations, and needs</li> </ul>
	<b>Productivity Demands</b>	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> <li>- Identifies and follows the processes necessary to get work done</li> <li>- Organises and prioritises activities into an efficient workflow</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Organising and prioritising work efficiently and consistently to achieve the best outcomes with a focus on continuous improvement</li> <li>- Referring to the appropriate policy to effectively achieve an outcome</li> <li>- Setting and managing work activities to meet KPIs and service standards</li> </ul>



		- Seeks ways to improve processes		
	<b>Resilience/ Ability to manage stress</b>	Rebounding from setbacks and adversity when facing difficult situations - Manages pressure - Handles and manages issues effectively - Remain productive despite adversity - Learns from workplace challenges	Frequently	<ul style="list-style-type: none"> <li>- Managing periods of high workload within time constraints and quality standards</li> <li>- Identifying and utilising support mechanisms to manage self</li> <li>- Seeking advice/support/guidance from supervisors/managers to assist with work as needed</li> </ul>
	<b>Ability to manage conflict</b>	Handling conflict situations effectively - Works with all parties to reach an agreement and settles disputes equitably - Integrates diverse views and finds common ground and/or acceptable alternatives	Constant	<ul style="list-style-type: none"> <li>- Navigating complex situations and deescalate effectively</li> <li>- Finding a reasonable solution for all parties involved</li> <li>- Considering all information from different parties to form a suitable solution</li> <li>- Implementing performance management meetings</li> </ul>
	<b>Situational adaptability</b>	Adapting approach and demeanour in real time to match demands of different situations - Readily adapts personal and interpersonal behaviours - Understands that different situations may call for different approaches - Can act differently depending on the circumstances	Frequently	<ul style="list-style-type: none"> <li>- Adjusting personal behaviours to different stakeholders and/or situations</li> <li>- Understand when to escalate situations when a reasonable solution cannot be met</li> <li>- Ability to adapt to changing environment</li> </ul>