



WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Community Wellbeing

Classification: Band 8

Effective Date: February 2026

Reports to: Manager – Connected Communities

Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Coordinator Community Wellbeing provides strategic leadership and operational oversight across a diverse portfolio, overseeing Community Strengthening, Positive Ageing and Youth Services teams to drive intergenerational and intersectional community outcomes.

This role leads a multi-disciplinary team to help set Council's strategic plans and deliver on key community priorities. Key initiatives delivered by the Community Wellbeing unit include community grants/commissioning, community volunteering, advisory committees/groups, community capacity building and partnerships, community information and referral, social policy and planning and oversight of the Neighbourhood and Community Houses.

As a key leader within Council, the role is responsible for driving evidence-based policy, strengthening community outcomes, delivering high-impact services and fostering partnerships that advance equitable, healthy and connected communities.

Key Responsibilities

Strategic leadership and planning

- Lead a whole of organisational approach to community wellbeing overseeing Council's community-focused plans and policies.
- Present and provide strategic advice to Executive Leaders, Council and key stakeholders on emerging social trends, risks and opportunities.
- Exercise strong political acumen in navigating complex community issues, sensitive policy matters, and Council governance processes.
- Ensure alignment of community wellbeing initiatives with Council's strategic plan and legislative obligations.
- Champion innovation, continuous improvement and evidence-based practice.

Leadership and people management

- Provide high-quality leadership and performance management for a multi-disciplinary team and
- Build and maintain a positive and high-performance culture and service excellence. This includes coaching people leaders to motivate and align all team members toward organisational objectives.

Service and portfolio management

- Drive and align Council's service offering across Community Strengthening, Social Policy, Positive Ageing and Youth Services team to create and maintain cohesion, impact and efficiency across all portfolios.
- Identify and elevate key community and wellbeing priorities and lead the team to plan initiatives that address these needs in priority areas of focus that are consistent with Council's role as partner, funder, facilitator, researcher and policy developer.

Partnerships and stakeholder management

- Lead and actively participate in cross organisational working groups to ensure the strategic directions and objectives of the Council are understood and considered by officers responsible for preparing strategic plans and documents.
- Represent Council and work effectively with a range of public, health, community and private sector organisations to improve planning and coordination across social and health policy matters and initiatives for the municipality.
- Actively participate in advocacy and planning opportunities to influence legislative or industry changes pertaining to best practice and continuous improvement activities.

Financial and resource management

- Lead the allocation and management budgets within the Community Wellbeing unit.
- Ensure effective and compliant administration of the community grant program, service contracts and commissioning.
- Contribute to annual planning, budgeting and resource prioritisation.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget:

- Develop, and work with Team Leaders to monitor and report on the Community Wellbeing budget
- The position has authorisation of expenditure within the budget and Council delegations framework.
- Apply sound financial management techniques to service budget processes.

Key Relationships:

- The Coordinator Community Wellbeing reports directly to the Manager Connected Communities
- The Position directly supervises Team Leader Community Strengthening, Team Leader Positive Ageing, Team Leader Youth Services and Social Policy Officer and in addition to liaising and working with officers from across the organisation and organisations in the community.
- The position is expected to present and discuss complex information and concepts to Councillors and the Executive Leadership Team that is concise and easy to understand.

Judgement and Decision Making

- The position is required to make decisions to help solve complex problems (both strategic and operational) and develop mechanisms or procedures for delivery of services in line with delegated authority, Council policy and legislation.
- Exercises judgement, initiative and discretion in the context of identified objectives and outcomes.

- Ability to apply the diversity and complexity of Council services to exercise judgement in addressing Council planning and performance monitoring issues.
- Ability to develop flexible, innovative and fundable solutions to meet organisational and community needs and issues and determine appropriate partnerships and build consensus to enable collaborative service delivery arrangements.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.
- Solving problems and challenges that are complex in nature, guidance is not always available within the organisation.

Specialist Knowledge and Skills

Demonstrated experience providing leadership, coaching and management of a multi-disciplinary team to build and maintain a high-performance culture.

- Significant level of knowledge and understanding of the priorities, principles and needs of the community, in a local government setting.
- Experience, knowledge and understanding of the relevant legislation and regulatory requirements in which local government operates.
- Project management skills, including the ability to ensure ongoing engagement of a wide range of stakeholders throughout a project as well as delivering on project outcomes.
- Demonstrated experience in the development and implementation of plans, strategies, policies or frameworks.
- Demonstrated ability to understand the strategic goals of Council and the ability to strategically apply these to the planning of Council operations.
- The development, implementation and evaluation of policies, strategies, plans and frameworks in a local government environment

Qualifications and Experience

- A tertiary or postgraduate qualification in a related area such as social sciences, public policy, community development and/or management.

Interpersonal Skills

- Highly developed communication skills to be applied across all levels of the Council, as well as with external stakeholders including State Government Departments and agencies and local community organisations and health services.
- Ability to discuss complex information and concepts that is concise and easy to understand to a range of audiences.
- Highly developed report writing, policy and strategy writing and strategic advocacy.
- Highly developed interpersonal skills with an ability to engage and negotiate with people from all positions and backgrounds to constructively resolve issues.
- Ability to lead, influence and gain the cooperation of internal stakeholders in a consultative and respectful manner.

Management skills

- Ability and willingness to challenge embedded practices to develop and implement improved processes and procedures with a focus on customer experience and continuous improvement.
- Demonstrated ability to plan, prioritise and deliver both on an individual basis and as part of a team, within timeframes and in an environment of change and conflicting demands.
- Capacity to lead, motivate and develop staff and establish a positive and high-performance culture
- Proficiency with the Microsoft Office Suite and the ability and willingness to embrace innovative technologies, methods, products and processes in the pursuit of continuous improvement.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality, as required for work.
- The incumbent may be required to work from various locations within the municipality.

- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings; events).

Key Selection Criteria

- Demonstrated experience providing leadership, coaching and management of a community-focused multi-disciplinary team to build a high-performance culture.
- Applied experience in leading, managing and evaluating complex community, health or social service portfolios
- Strong strategic and conceptual thinking and the ability to instil community wellbeing and outcomes models within the team, organisation and broader community.
- Proven ability to manage complex projects and deliver effective community and organisational outcomes.
- Excellent written and interpersonal skills including the ability to communicate complex matters clearly and effectively with people from a wide range of audiences
- Demonstrated stakeholder engagement and influencing skills, with the ability to build effective internal and external partnerships and achieve consensus to support collaborative service delivery.

Physical Requirements

TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)	✓		
Walking/standing (extended)		✓	
Driving car/utility/truck	✓		
Lifting/carrying duties (light)		✓	
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)			✓
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements			✓
Climbing stairs/ladders/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise			✓

Repetitive arm/wrist/hand movements			✓
Other (please specify)			

Any other relevant comments:

This position is an office-based role.