

Job title: Infrastructure Cleansing Officer	
Classification: Band 3	Effective Date: November 2023
Reports to: Cleansing Coordinator	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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

Goal Statement

To present the City of Whitehorse to the community and visitors to a high standard.

Key Responsibilities

Position Specific Responsibilities

- Provide effective cleansing of Council managed public outdoor areas which includes townships, shopping centres, civic facilities, car parks, footpaths, shared paths, laneways and other various areas within the municipality.
- Carry out programmed and reactive inspections of infrastructure.
- Operate various footpath sweeping and other mechanical sweeping and cleaning devices.
- Remove graffiti using various methods.
- Collect and dispose of dead animals, hazards, general dumped waste and transport and move a range of materials.
- Assist in the general maintenance and enhancement of a variety of civil infrastructure and facilities.
- Exercise initiative to respond flexibly to situations that may arise within public areas to maintain high standards of cleanliness and appearance.
- Perform manual handling tasks such as lifting, digging, raking, and sweeping and the use of mechanical and electrical tools.
- Correctly use and maintain plant and equipment provided, including personal protective equipment, in accordance with manufacturer's instructions and Council's workplace health and safety policies, procedures and practices.
- Operate vehicles and tow plant as required in a safe, competent and responsible manner in accordance with the Road Traffic Regulations and Council's Policies.
- Embrace and use new equipment to assist in the provision of services.
- Conduct self in a professional manner, consistent with Council's Employee Code of Conduct and all relevant Council policies and procedures.
- Maintain good working relationships and deal cooperatively with team members and members of the public.
- Assist other team members from within the team and in other teams in general operations and maintenance functions.
- Assist in all areas of the team and substitute for crew members in periods of leave.
- Assist in the review and streamlining of work practices and methods within the team to enable flexible and responsive service delivery with a client service and industry best practice focus.
- Ensure a safe working environment in accordance with the OHS Act 2004 and Council OHS Policies and safe working procedures.
- Carry out other duties as directed by Cleansing Coordinator within the skills and abilities of a position at this level.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Authority

Budget: Nil

Staff responsibility: May be required to supervise other employees in similar or related work or monitor contractor's operational tasks.

Decision making:

- Make operational decisions within established operational guidelines and within the constraints of Council policies and procedures.
- Be accountable for the quality, quantity and timeliness of own work outputs within predetermined time constraints.
- Be accountable for the efficient, safe and effective operations of all plant and equipment.
- This position has limited freedom to determine priorities and schedules, and may use initiative and originality in reaching solutions and deciding how to do a task at basic level.
- Be flexible in the determination of priorities, tasks and schedules in consultation with the direct supervisor.

Key Relationships

- The position is required to maintain a professional relationship with the general public, contractors, trader groups, community groups, other authorities and other Council officers.
- Liaise closely with team supervisors, Cleansing Coordinator, Manager City Works, City Works Administration Officers and other members of the work team.

Skills and Attributes

Qualifications and experience

- Experience in township cleansing activities or similar activities in a busy environment.
- Basic knowledge and experience of graffiti removal.
- Knowledge of the use and safe handling of a variety of solvents, cleaners, waste and sharps disposal.
- Demonstrated experience in the operation of light mobile plant, trucks and material handling equipment.
- Base level mechanical skills to enable general identification of equipment faults and failures and the ability to undertake standard maintenance and minor repair activity.
- A valid Victorian driver's licence (manual) with medium rigid truck endorsement

Other technical skills and experience

- Ability to accurately document work activities using hardcopy and mobile devices.
- Knowledge of and commitment to OHS and Equal Opportunity Employment policies and practices.
- Basic administrative skills and the ability to understand sketches, maps and standard operating procedures and instructions.

Interpersonal

- Demonstrated good oral communication and appropriate written skills for communication with residents, traders, shoppers, businesses and other departments and contractors.
- Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
- Ability to work as part of a team and support team objectives.

Leadership/management:

- Ability to plan and organise own work.
- Ability to work in a team environment and also independently with general supervision.
- A flexible approach and ability to respond to changing work methods, equipment and procedures.

Notes and comments:

- The role includes an inherent requirement to lift, carry and shovel materials, and operate equipment. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.

- A clear National Police Check.
- A valid Victorian driver's licence (manual).

Key Selection Criteria

1. Experience in township cleansing activities or similar activities in a busy public environment.
2. Good verbal and written communication skills.
3. Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
4. Ability to work as part of team and support team objectives.
5. A flexible approach and ability to respond to changing work methods, equipment and procedures.

Physical Requirements

Position: Infrastructure Cleansing Officer

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	- Cleansing of surfaces at or near ground level	- Intermittent kneeling and squatting over 30 minutes
	- Graffiti removal	- Sustained kneeling/intermittent squatting over 60 minutes
	- Inspections at low levels	- Short duration kneeling including difficult to access
Hand/Arm Movement Tasks involve use of hand/arms	- Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel	- Varied Intervals with short walking events and other postures.
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements
	- Wiping surfaces	- Up to 1hour of intermittent hand and arm movements
	- Graffiti removal	- Up to 1.5 hours of intermittent hand and arm movements
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.
	- Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	- Up to 30 minute of sustained hand/arm movement
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements
	- Removing/replacing Bags/bins	- Varied Intervals with short walking events and other postures.
	- Graffiti removal	- Up to 1.5 hours of intermittent hand and arm movements
	- Wiping surfaces	- Up to 1hour of intermittent hand and arm movements
Standing Tasks involve standing in an upright position	- Inspections	- Intervals with short walking events and other postures.
	- Use of equipment/tools – Glutton, High pressure washer	- Varied Intervals with walking events and other postures.

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
	- Graffiti removal	- Up to 1.5 hours
Reaching Tasks involve reaching above head, and above and equal to shoulder height	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.
	- Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	- Up to 30 minute of sustained hand/arm movement
	- Truck entry/exit	- Intermittent throughout the day
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	- Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	- Up to 30 minute intervals
	- Truck entry/exit	- Intermittent throughout the day
	- Inspections	- Intervals with short walking events and other postures.
	- Sweeping/raking	- Up to 30 minute intervals
	- Ladder usage	- Varied Intervals with short walking events and other postures.
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	- Loading/unloading materials/equipment	- Varied Intervals with short walking events and other postures.
	- General collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.
	- Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	- Up to 30 minute of sustained hand/arm movement
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements
	- Graffiti removal	- Up to 1.5 hours of intermittent hand and arm movements
Keyboard Duties Tasks involve sitting at workstation and using computer.	- Training and induction - Mobile device	- Infrequent

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Satisfactory Vision Standard of vision required equal to that required for driver's licence	<ul style="list-style-type: none"> - Ability to access and read rosters /job sheets - Appropriate to the required 	-

PSYCHOLOGICAL REQUIREMENTS CHECKLIST

Position: Infrastructure Cleansing Officer

Psychological Demand	Specific Job Tasks	Frequency/Duration of performance of task
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.	A flexible approach and ability is required to respond to changing work methods, equipment and procedures.	Frequent need for flexibility required to respond to changing work demands, most work demands follow a structured routine.
Attention to detail The ability to perform work tasks that require attention to detail or concentration on detailed information.	An Infrastructure Cleansing Officer will require the ability apply attention to detail when cleaning Council assets and infrastructure.	Significant attention to detail or concentration required for many tasks or intense attention to detail or concentration required for some tasks.
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.	A Infrastructure Cleansing Officer makes operational decisions within established guidelines and within the constraints of Council	Errors in judgement or attention would create inconvenience or risks to OH&S.

	policies and procedures.	
<p>Degree of Self-Supervision</p> <p>The ability to work effectively without supervision</p>	An Infrastructure Cleansing Officer will have the ability to plan and organise their own work, to work in a team environment and also independently with general supervision.	Occasional self-supervision required (supervisor frequently provides direction)
<p>Degree of Supervisor Responsibility</p> <p>The ability to work effectively in the role of supervisor, respecting organisational values and policies while meeting objectives.</p>	An Infrastructure Cleansing Officer may be required to supervise other employees in similar or related work including a new starter.	Provides work direction only with no other supervisory duties.

<p>Exposure to Confrontational Situations</p> <p>Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.</p>	An Infrastructure Cleansing Officer may have exposure to confrontational situations in the normal course of duties.	Exposure to confrontational situations from time to time in the normal course of duties
<p>Exposure to distractions</p> <p>The ability to work effectively in the presence of visual, auditory or other distractions.</p>	An Infrastructure Cleansing Officer will have a high degree of distractions present for the majority of the work day. Auditory distractions may include conversations between colleagues, motors running and noises that are loud, constant, sudden or unpredictable. Visual distractions may include lighting, the movement of people, vehicles or objects. Other distractions may include heat, cold, strong odors from chemicals.	High degree of distractions are present for the majority of the shift or for any portion of the shift where it is essential to work effectively despite distractions (e.g. very noisy, busy environment with multiple stimuli).

<p>Exposure to Emotionally Stressful Situations</p> <p>Ability to work effectively in emotionally stressful situations or when exposed to emotionally distressed individuals in person, over the telephone, or via other communication channels such as Twitter, Facebook, etc.</p>	<p>An Infrastructure Cleansing Officer may have exposure to emotionally stressful circumstances or emotionally distressed individuals in the normal course of duties.</p>	<p>Exposure to emotionally stressful circumstances or emotionally distressed individuals from time to time in the normal course of duties.</p>
<p>Overlapping tasks</p> <p>The ability to perform and/or monitor more than one task or function at a time, and to judge when tasks or functions require attention. It includes the ability to prioritise tasks and manage time effectively.</p>	<p>An Infrastructure Cleansing Officer will have some overlapping tasks and in consultation with the direct supervisor will determine priorities.</p>	<p>Responsible for multiple tasks, with some time management skill and judgement required to determine priorities.</p>
<p>Problem Solving and Analysis</p> <p>The ability to work effectively at solving problems and analysing situations and information.</p>	<p>An Infrastructure Cleansing Officer will require problem solving skills and practical skills for technical issues.</p>	<p>Analysis of information needed to solve problems that have moderate to significant level of difficulty (e.g. the full extent of issues may not be readily apparent and requires investigation and research).</p>
<p>Recall</p> <p>The ability to recall and retrieve, on demand, information that has been previously learned.</p>	<p>A Infrastructure Cleansing Officer will be required to have the ability to recall and retrieve information in relation to procedures, work instructions and previous work</p>	<p>Basic recall skills are required to apply to routine work tasks that may vary from day to day in complexity and frequency.</p>
<p>Time Pressures</p> <p>The ability to complete tasks within a given time period, the ability to work quickly when required, and/or the ability to manage time effectively so that all task are completed on time and at an acceptable level of quality.</p>	<p>An Infrastructure Cleansing Officer coordinates tasks to ensure priorities and timelines are met.</p>	<p>Time pressure is moderate: there is frequent pressure to meet deadlines or work within time constraints and/or the volume of work is high and the work pace is moderately fast.</p>

<p>Working Relationships The ability to work well with others in co-operation and collaboration. This may include team projects, shared job duties, and social interactions with management and co-workers.</p>	<p>An Infrastructure Cleansing Officer requires the ability to work as part of a team and support team objectives.</p>	<p>Required to regularly work in co-operation and within physical proximity with others.</p>
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