

Job title: Team Leader Community Strengthening	
Classification: Band 7	Effective Date: February 2026
Reports to: Coordinator Community Wellbeing	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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically 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

This position leads the Community Strengthening team to champion social equity and inclusion for the Whitehorse community, particularly communities and population groups experiencing inequity and disadvantage. The role works collaboratively across Council, with community partners and key stakeholders to develop strategies and initiatives for vulnerable community members, with a particular focus on health and wellbeing, gender equality and family violence prevention, multicultural and multifaith, disability access and inclusion and First Nations reconciliation. Key areas of responsibility of the Community Strengthening team include overseeing the Community Grants and Discounts Program, the Municipal Public Health and Wellbeing Plan, relevant Council advisory committees, and Whitehorse's Neighbourhood and Community Houses.

Key Responsibilities

Service leadership

- Implement and monitor the operating model for the Community Strengthening team, including continuous improvement of frameworks, policies, procedure, system maps and performance indicators.
- Contribute to the development of relevant strategic plans and lead the Community Strengthening team to deliver on these priorities through the successful implementation of operational team work plans.
- Lead the development, implementation and evaluation of the Community Strengthening team's initiatives that support the health and wellbeing priorities and outcomes of population groups in the City of Whitehorse including monitoring and review at appropriate stages.
- Strategically position the Community Strengthening team's priorities to actively identify and administer funding opportunities in response to identified health and wellbeing needs in the community.
- Coordinate advice and provide subject matter expertise on issues relating to community health and equity and inclusion incorporating relevant research, trends and policy insights.

- Prepare Council and other reports and presentations that clearly and concisely outlines the purpose, issues, options and recommendations so that Council can make evidence and data-informed decisions.
- Lead internal and external engagement and advocacy initiatives that promote equity, social cohesion for communities and population groups facing barriers and disadvantage.

People leadership and management

- Develop, motivate and support the Community Strengthening team to build cohesion, deliver on their goals, clarify accountabilities and create a culture of excellence and high performance.
- Communicate organisational goals and priorities to inspire and create commitment, alignment and engagement.
- Initiate, support and champion change, assist others to accept and engage positively with change.

Partnerships and stakeholder management

- Foster and enable strong and mutually beneficial strategic relationships with local organisations, service providers, neighbourhood houses and community groups.
- Represent Council at various approved local and/or regional forums and networks.

Financial and resource management

- Evaluate and oversee all contract management/service agreements, in relation to the Community Strengthening team and partnership offering and achieve effective procurement/service outcomes.

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: With the Coordinator Community Wellbeing develop, monitor and report on the Community Strengthening team budget.

Staff responsibility: The position is responsible for the management and leadership of the Community Strengthening Team and may have responsibility for the supervision of students and volunteers.

Judgement and Decision Making

- The position works with a high level of autonomy and accountability. The incumbent has the freedom to action all day-to-day matters related to the projects in the team, including direction of contract or temporary staff, authorisation of expenditure within budget and Council's delegation framework.
- The position is required to make decisions ranging from those associated with day to day matters to more complex issues regarding strategy, which require a high degree of creativity, originality and innovation. Often without guidance the incumbent will create methods to solve problems that will have major impact on the organisation and/or community.
- Accountable for delivering an appropriate standard consistent with department objectives, policies and procedures, relevant legislation/regulation, program guidelines, accreditation standards (where appropriate), budgets and timeframes.
- Keep abreast of developments within the political environment, community and health sectors and local community groups and ensure appropriate judgement is applied to Council responses.

Specialist Knowledge and Skills

- Demonstrated ability to lead people to create strong team environment with a focus on service excellence and community outcomes.
- Strong understanding and applied use of outcomes-based strategic frameworks such as a Theory of Change/ Program Logic and/or social outcomes in service/ project design and delivery.
- Applied understanding of social inclusion, equity, intersectionality and health planning and the role Local Government plays in the space.
- Experience in the development, implementation and evaluation of plans, strategies, policies and/or frameworks.
- Ability to design and prepare Council and other reports and presentations to inform Executive and Council decision making.
- Understanding of legal and ethical responsibilities of service provision for the target group.
- Demonstrated analytical and investigative skills, where required, to enable the formulation of policy positions.
- Demonstrated familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.

Qualifications and Experience

- Tertiary qualification(s) in the social sciences/community development, health or related area combined with several years' experience leading teams in a community or health services setting.
- Proficiency with the modern Microsoft Office Suite and the ability and willingness to embrace innovative technologies, methods, products and processes in the pursuit of continuous improvement.

Management Skills

- Demonstrated ability to plan, prioritise and deliver, both on an individual basis, as part of a team and as a team leader, within timeframes and in an environment of change and conflicting demands.
- Ability to provide clear direction and leadership which results in team adherence to policy, procedure, and guidelines ensuring that strategic direction, goals and timeframes are met.

- Efficient and effective coordination of resources in order to achieve team and department objectives.
- Strong contract management skills, including the ability to develop, negotiate, monitor, and evaluate contracts and service agreements to ensure compliance, performance, and value for money.
- Ability and willingness to challenge embedded practices to develop and implement improved processes with a commitment to continuous improvement, customer experience and service excellence.
- Ability to plan and manage the budget within existing resource allocation.
- Demonstrated understanding of professional standards of practice and ability to apply these standards to the team and organisation.
- Ability to solve problems through discussion, innovation, research, negotiation, and teamwork.
- Ability to lead the continuous improvement of the service, promote a culture of feedback and review to ensure performance indicators are met.
- Strong project management skills with a proven ability to deliver high quality initiatives on time and with strong stakeholder engagement.

Interpersonal Skills

- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.
- Ability to communicate effectively with a diverse range of stakeholders across Council and the sector to seek cooperation and build and maintain mutually beneficial relationships.
- Ability to write clear and concise Council reports and other formal correspondence (such as submissions, policy and advocacy) that clearly conveys the intended message. This also extends to reviewing and adding constructive value to work developed by the team.
- Strong decision-making skills and an ability to discuss and resolve problems, internally and externally in a constructive and productive way.

Application requirements

- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work.

- This position may require work to be performed at different work locations relevant to organisational 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 and city efficiently, as required for work.

Key Selection Criteria

1. Relevant tertiary qualifications in health, social services or related field with experience in delivering and leading community development and/or health and community policy and planning initiatives.
2. Demonstrated ability to lead, coach and motivate people to create strong team environment with a focus on service excellence.
3. Experience in developing, delivering and evaluating health, social inclusion, and equity initiatives with a focus on social outcomes.
4. Ability to communicate effectively with a diverse range of stakeholders including ability to negotiate, influence and to seek cooperation of others.
5. Proven ability to deliver high quality initiatives on time and with strong stakeholder engagement.
6. High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General tidying of area Accessing cupboards	Occasional Up to twice per day.	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard/mouse interaction. Telephone calls	Regular up to 7.6 hours per day. Intermittent throughout the day	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Ingress and egress of vehicle	Up to 20 times per week	
Standing Tasks involve standing in an upright position	Presenting at meetings	Intermittent- up to 2 hours per day as required.	
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	General office based tasks	Intermittent throughout the day	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: