

Job title: Team Leader Positive Ageing	
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 Positive Ageing team to deliver inclusive, evidence-informed positive ageing initiatives that enable people to age well and be connected and supported within the City of Whitehorse. The role works collaboratively across Council, with community partners and key stakeholders to implement identified priorities from our Integrated Council Plan, responds to emerging needs and advocates for the rights, diversity and voices of older people in Whitehorse.

Key Responsibilities

Service leadership

- Implement and monitor the operating model for the Positive Ageing service, including continuous improvement of frameworks, policies and procedures, system maps and performance indicators.
- Contribute to the development of relevant strategic plans and lead the Positive Ageing team to deliver on these priorities through the successful implementation of operational team work plans.
- Lead the development, implementation and evaluation of initiatives that support the health and wellbeing priorities and outcomes for people as they age in the City of Whitehorse including monitoring and review at appropriate stages.
- Lead internal and external engagement and advocacy initiatives that promote voices of older people in Whitehorse.
- Strategically position the Positive Ageing team to actively identify and administer funding opportunities to extend opportunities for older people in the community.
- Create and facilitate opportunities for volunteerism including recognition of the valuable contribution that volunteering can make to positive ageing and for the individual.

- 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.
- Coordinate advice and provide subject matter expertise on issues impacting older people incorporating relevant research, trends and policy insights.

People leadership and management

- Develop, motivate and support the Positive Ageing 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

- Establish and maintain highly effective relationships with strategic partners to undertake joint planning, advocacy and project delivery to benefit people as they age.
- 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 Positive Ageing 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 key performance objectives are met and contribute to the team's strategic objectives.
- Ensure appropriate care and use of 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.

Accountability and extent of authority

Budget:

- With the Coordinator Community, Wellbeing develop, monitor and report on the Positive Ageing team budget.

Staff responsibility:

- The position is responsible for the management and leadership of staff in the Positive Ageing 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 aged-care sector, political environment and local community groups and ensure appropriate judgement is applied to Council responses.

Specialist knowledge and skills

- Demonstrated experience managing community services' operations and projects with a focus on positive ageing and an understanding of the role Local Government plays in the sector.
- 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.
- Demonstrated experience in the development, implementation and evaluation of strategic plans/policy.
- 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.
- Understanding of legal and ethical responsibilities of service provision for the target group.
- Ability to design and prepare Council and other reports and presentations to inform Executive and Council decision making.

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, positive ageing 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.
- Demonstrated experience leading a team, instilling a culture of people-centred excellence and achievement.
- 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.
- Demonstrated experience in project and change management and leadership.
- 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.
- 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.
- Ability and willingness to challenge embedded practices to develop and implement improved processes with a commitment to continuous improvement, customer experience and service excellence.

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.

- Demonstrated capacity to gain co-operation and assistance from a wide variety of stakeholders including: customers, members of the public and other employees in the administration of broadly defined activities
- Demonstrated ability to motivate and develop a team of employees.
- Experience liaising with counterparts in other organisations to discuss and resolve specialist problems.
- 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.
- 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.

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-based services with a focus on people as they age.
2. Demonstrated competence leading and managing a high-performing and outcomes driven team.
3. Applied experience in positive ageing or related field with ability to apply health and policy contexts and community need into responsive service delivery and outcomes.

4. Demonstrate ability to engage and communicate effectively (written and verbal) with a range of audiences to develop and maintain effective professional relationships across service providers and internal/external stakeholders.
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 and Functional Requirements

PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/ Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meeting with Council officers. Including review, display and sorting of documents 	Occasional		
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed		

<p>Lifting (Floor to waist)</p> <p>Tasks involve raising, lowering or transferring objects (9kg) from one position to another, using the hands</p>	<ul style="list-style-type: none"> • Collecting, returning hard copy files • Short distances, stable load < 5kg 	Sometimes performed		
<p>Lifting (Between waist and shoulder)</p> <p>Tasks involve raising, lowering or transferring objects (9kg) from one position to another, using the hands.</p>	<ul style="list-style-type: none"> • Collecting, returning hard copy files • Short distances, stable load < 5kg 	Sometimes performed		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
<p>Reaching forward Tasks involve forward reaching with the arms extended.</p>	<ul style="list-style-type: none"> • General tidying of area • Accessing cupboards 	<p>Occasional</p> <p>Once per day</p>		
<p>Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body</p>	<ul style="list-style-type: none"> • Movement of objects, documents and other equipment at workstation 	Occasional		

(also includes striking or jerking).				
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> • Photocopying of documents • Using the telephone • Preparation of correspondence 	<p>Daily, intervals across 7.6 hours</p> <p>Up to 7.6 hours a day, head set offered, supplied phone headsets recommended</p> <p>Occasional</p>		
Handwriting Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> • Note taking 	Occasional		

Keyboard duties Task involve sitting at workstation and using computer.	• Data Entry, emails, Phone interaction, reports, correspondence etc	Daily, intervals across 7.6 hours		
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COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				X		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				X		

Degree of Self-Supervision The ability to work effectively without supervision.				X		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.				X		
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				X		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		

<p>Vision</p> <p>Tasks involve use of eyes as an integral part of and task performance e.g. looking at computer screen, and keyboard, etc., peripheral vision.</p>	<p>Necessary in order to effectively and safely perform roles responsibilities.</p>				
<p>Hearing</p> <p>Use of hearing is an integral part of work performance e.g. telephone enquiries.</p>	<p>Necessary in order to effectively and safely perform roles and responsibilities.</p>				
<p>Smell</p> <p>Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.</p>			<p>Needed in some instances to effectively and safely perform roles and responsibilities.</p>		
<p>Touch</p> <p>Tasks involve the use of touch integral to task</p>	<p>Necessary in order to effectively and</p>				

performance.	safely perform roles and responsibilities.				
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Mandatory Personal Protective Equipment:

- May be required at times.