

Position Title	Team Leader Aged and Disability
Department	Community Services
Unit	Community and Cultural Services
Team	Aged and Disability Team
Supervises	Aged and Disability Team
Reports To	Coordinator Programs and Partnerships
Grade	G
Date Prepared	2/11/2021
Date Last Updated	

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

To plan, develop, budget, implement and review Home Library Service, Bus to the Library service as well as educational and recreational activities and services to meet the needs of senior members of our community. The Team Leader is also responsible for leadership and management of Aged and Disability team.

Accountabilities

- Support the Library Service Management Team by providing leadership and guidance with relation to people management processes including recruitment, development and performance improvement.
- Develop, plan, coordinate, deliver and evaluate a range of quality programs that meet the needs of senior members of our community and people with disability.
- Develop appropriate innovative marketing strategies for Aged and Disability services.
- Develop and sustain partnerships with external organisations and internal units in order to expand capacity and deliver improved programs.
- Contribute to development, review and maintenance of quality library collections across variety of formats and within approved budgets.
- Provide a high level of customer service.
- Ensure the safe and effective use of Council's plant and equipment.
- Lead and supervise the members of Aged and Disability Team.
- Develop and sustain partnerships with external organisations and internal units in order to expand capacity and deliver improved programs.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Personal Character		
Safety and Accountability	Advanced	<ul style="list-style-type: none"> • Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid recurrence • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging situations • Oversees implementation of safe work practices and the management framework
Relationships		
Communicate and Engage	Advanced	<ul style="list-style-type: none"> • Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate

		<ul style="list-style-type: none"> • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • Is attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results

		<ul style="list-style-type: none"> • Implements and oversees quality assurance practices
Resources		
Finance	Adept	<ul style="list-style-type: none"> • Uses basic financial terminology appropriately • Considers the impact of funding allocations on business models, projects and budgets • Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition • Prepares and evaluates business cases with due regard for long term financial sustainability • Applies high standards of financial probity with public monies and other resources • Identifies, monitors and mitigates financial risks
Resources		
Procurement and Contracts	Adept	<ul style="list-style-type: none"> • Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers • Delivers open, transparent, competitive and effective procurement processes • Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met • Takes appropriate actions to manage and mitigate procurement and contract management risks
People Leadership		
Manage and Develop People	Adept	<ul style="list-style-type: none"> • Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals

		<ul style="list-style-type: none"> • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
People Leadership		
Lead and Manage Change	Intermediate	<ul style="list-style-type: none"> • Promotes change initiatives and helps the team to understand the purpose and benefits • Provides guidance and support through change processes • Initiates improvements to work systems, processes and practices in consultation with team members • Ensures work procedures support changes • Identifies potential barriers to change and takes steps to address them

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications (university degree) in Library and Information Science or relevant field, appropriate to the duties stated.

Essential Experience

- Proven people management and supervisory experience in a public library or similar customer service environment.

- Experience in designing, implementing and evaluating programs for aged community and people with disability.
- Experience in marketing and promotion of programs.
- Proven high level communication and interpersonal skills, including report writing, policy development and problem solving..
- Experience in the use of social media to connect with the community.

Desirable Qualifications and or Experience

- Public library experience, preferably in the provision of services to the senior members of the community and people with disability.
- Current NSW licence.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>