



## Position Details

<b>Position title:</b>	<b>Team Leader Positive Ageing</b>
<b>Award Classification:</b>	Band 7
<b>Department:</b>	Community Services and Culture
<b>Division:</b>	Community Wellbeing
<b>Date Approved:</b>	April 2026
<b>Approved By:</b>	Manager Community Services and Culture

### Organisational Relationships:

<b>Reports To:</b>	Head of Aged Access
<b>Supervises:</b>	Community Building Officers and Community Transport Officers
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

## Position Objectives

- Lead the Positive Ageing team to support older community members by promoting wellbeing, social connection, resilience, and access to services that enable healthy ageing.
- Oversee the delivery of high-quality, accredited Council-funded services – including the community hop-on-hop-off bus and co-designed social connection activities – that respond to the evolving needs of older people.
- Collaborate with community members and stakeholders to build their capacity to address emerging issues, foster social connection, and improve access to information and support.



## Key Responsibilities and Duties

- Identify, promote and lead strategic development opportunities within Council services to increase participation and inclusion of older people in services and activities delivered within Council, or through external partners.
- Build connections with internal stakeholders across the organisation to ensure that service users have the information, opportunity and capacity to access and participate in programming which promotes positive health and wellbeing outcomes.
- Manage daily operations of the hop-on-hop-off service in line with bus safety legislation and Council requirements, including fulfilling duties as an accredited driver and responsible person under the *Bus Safety Act (2009)*.
- Build partnerships and engagement opportunities with key stakeholders across the organisation, local and regional networks, and the community sector, including volunteer programs for the City of Port Phillip.
- Lead the development of initiatives and programs as well as the delivery of social connection activities which support social inclusion and connection for older people with a focus on maintaining and improving health and wellbeing outcomes, including linking neighbours programming.
- Facilitate the delivery of the Positive Ageing Policy, associated reporting and cross-organisation implementation.
- Collaborate with internal and external stakeholders to provide expert advice that inform decisions that enhance community connection, equity, and inclusion for older people.
- Lead and mentor staff within the Positive Ageing team to drive high quality outcomes for the community.

## Accountability and Extent of Authority

- Lead strategic planning and continuous improvement initiatives across programs, ensuring responsiveness to the evolving needs of older adults and community members.
- Accountable for ensuring compliance with the *Bus Safety Act (2009)* and the *Bus Safety Regulations (2020)*, including accreditation obligations and safety management systems.
- Authorised to make operational decisions within defined objectives, budgets and policy frameworks, including resource allocation, staffing, service delivery adjustments, and risk mitigation strategies.
- Accountable for leading and empowering teams to deliver inclusive, person-centred programs that enhance social connection, wellbeing, and access for older adults in the community.
- Maintains oversight of compliance with risk mitigation processes/policies, incident reporting requirements, and duty of care obligations for services delivered.

## Judgement and Decision Making

- Exercise sound judgement in balancing client needs, team capacity, and organisational priorities to deliver safe, inclusive, and responsive services.



- Assess and respond to emerging risks, safety concerns and service gaps in a timely manner, ensuring compliance with relevant legislation.
- Demonstrate strong analytical and problem-solving skills to manage competing priorities, stakeholder expectations, and complex project requirements.
- Make informed decisions aligned with organisational goals, using initiative and discretion to achieve high-quality outcomes.
- Guidance may not always be available within the organisation.

## Specialist Skills and Knowledge

- Skilled in engaging diverse community stakeholders and implementing collaborative initiatives that support inclusion and connection and health and wellbeing outcomes.
- Demonstrated ability to lead, formulate policy, and implement key strategies, to achieve positive community outcomes.
- Strong knowledge of governance, organisational values, the legal and political context, strategic partnerships, and shared decision-making processes.
- Contemporary understanding of the aged care sector, including current reforms, policy directions, and the challenges impacting service delivery in community-based settings.
- Specialist knowledge and insight into the evolving aged care landscape, with the ability to adapt and develop programs and approaches that address service gaps within the aged care sphere.
- Strong knowledge and understanding of Transport Safety Victoria's accreditation requirements and the legislative framework governing community transport services, including obligations under the *Bus Safety Act (2009)* and *Bus Safety Regulations (2020)*.
- Knowledge and familiarity of principles and practices of budgeting, accounting and financial procedures.
- Proficiency in MS Office computer software.

## Management Skills

- Skilled in building, motivating, and managing high-performing teams to achieve objectives, despite conflicting pressures.
- Demonstrated people management skills focused on collaboration, accountability, and continuous improvement.
- Supports team members in developing their own decision-making capabilities through coaching, reflective practice, and shared problem-solving.
- Proficient in developing and maintaining strong relationships with internal and external stakeholders, including community groups, service users, and funding bodies.
- Ability to set and achieve long-term goals to align team efforts with organisational priorities, sector reforms and emerging needs.
- Experienced in planning, delivering and evaluating projects within budget, and prescribed timelines, while mitigating risks and managing resources effectively.



## Interpersonal Skills

- Demonstrates strong verbal and written communication skills, with the ability to engage effectively with clients, carers, colleagues and community members including individuals with diverse communication needs.
- Skilled in motivating, leading and developing employees and teams, including providing guidance to ensure high-quality service delivery.
- Creates opportunities for collaboration to resolve issues through effective communication and problem-solving strategies.
- Maintains a professional and flexible approach, working constructively across teams and responding proactively to internal and external enquiries and or issues.

## Qualifications and Experience

- **Academic:** Degree or diploma in Community Services or relevant field
- **Experience:** Several years' experience in leading and motivating a high performing teams and delivering programs that connect clients into programming and activities to support positive health and wellbeing outcomes.

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## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification.
- Bus driver accreditation (or willingness to obtain one)

## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.



## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

## Key Selection Criteria

- Demonstrated experience in leading high-performing teams, including performance management, coaching, and fostering a collaborative and accountable team culture.
- Proven ability to engage with diverse community stakeholders and support the development of inclusive programs, partnerships, and initiatives that build community capacity.
- Strong skills in planning, implementing, and evaluating programs aligned with organisational goals, and the evolving needs of older adults.
- Highly developed written and verbal communication skills, with the ability to influence and build relationships across a broad range of stakeholders, including clients with diverse needs.
- Demonstrated ability to exercise sound judgement, resolve complex issues, and manage competing priorities using creative and collaborative approaches.
- Demonstrated ability to lead services which operate within legislative and governance requirements, manage risk and safety obligations, and deliver inclusive, person-centred programs that improve wellbeing outcomes for older people.



## Position Description

PD Team Leader Positive Ageing, April 2026

*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*

### Our values

Working together  
Performance

Creative and strategic thinking  
Courage and integrity

Personal growth  
Accountability, Community First