



APPLICANT PACK

# Director Community Services

## Walcha Council



RECRUITING FOR:



### CONTACT

**Mark Ogston**

Chief Executive  
Leading Roles

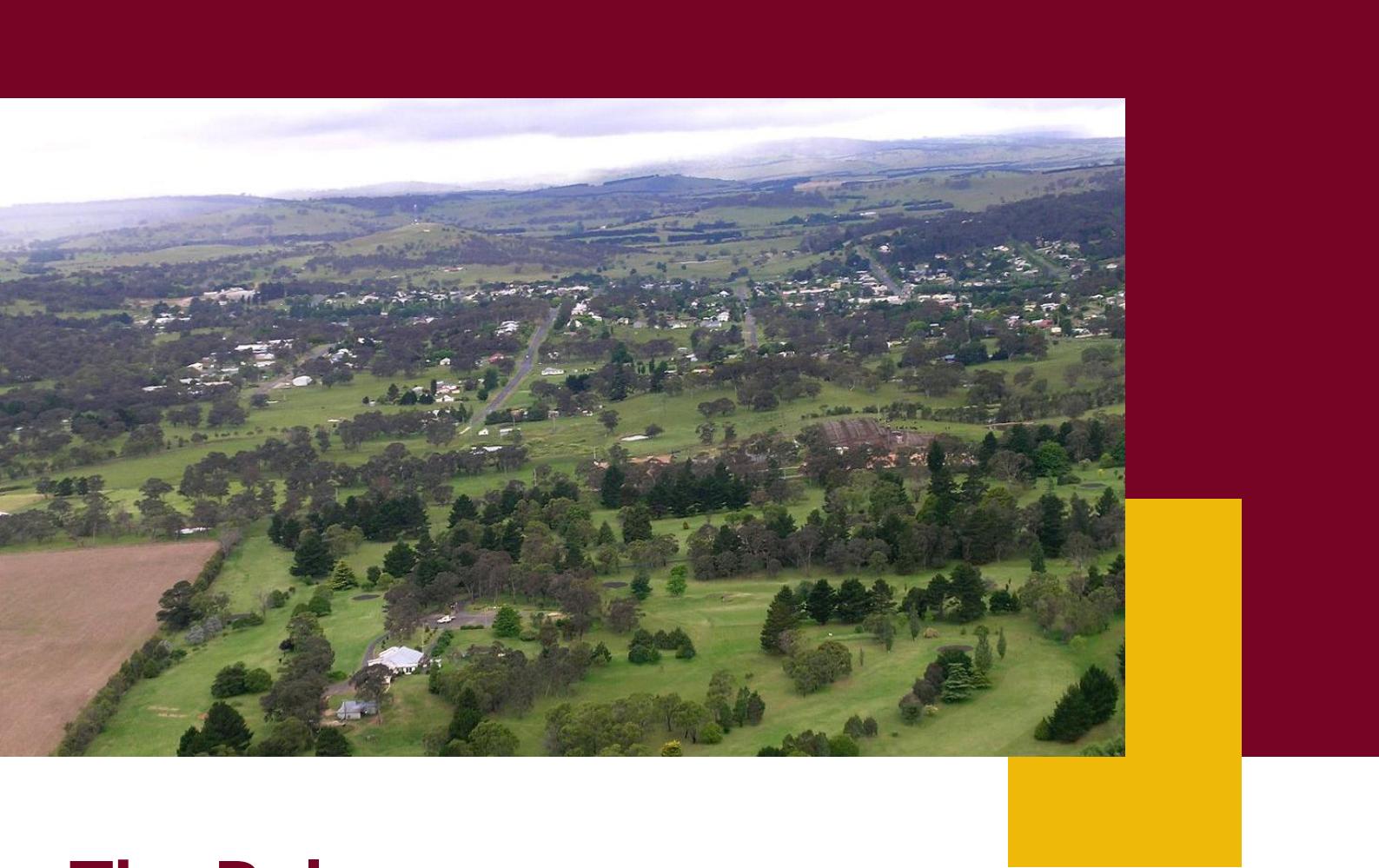
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We respectfully acknowledge the Traditional Owners, the Anaiwan and Dunghutti people as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



# The Role

Join a thriving regional council at a point of genuine transition and momentum. The Director Community Services is a key executive role with responsibility for some of Council's most visible, valued and complex services—those that sit at the heart of daily community life.

Reporting directly to the General Manager and sitting on the Executive Management Team, the role offers portfolio-level accountability, meaningful influence over Council's strategic direction and the chance to lead services that span the full life cycle of the community.

Council delivers an unusually broad and integrated community services portfolio. This role brings together early childhood services, community care, residential aged care, library services and customer service under a single executive leader. Collectively, these services operate from "sunrise to sunset" and are central to Council's reputation, community trust and social licence.

The creation of this role reflects a clear shift away from fragmented oversight toward focused, senior leadership. Council is seeking an experienced, contemporary leader who can provide strategic direction, strengthen governance and support capable service managers to lift performance and innovation across the portfolio.

A defining feature of the role is ownership of Council's Community Strategic Plan review. This places the Director at the centre of long-term community outcomes, identity and service sustainability, rather than simply operational delivery.



# Key accountabilities

## **Strategic leadership**

You will set the strategic direction for Council's community and social services, ensuring services are sustainable, compliant and aligned to community expectations. The role requires a strong external lens—understanding demographic change, service demand, regulatory reform and what 'good' looks like in modern community services, particularly in regional settings.

## **Executive leadership and governance**

As a member of the Executive Management Team, you will translate Council strategy into delivery, workforce planning and performance across multiple, diverse service environments. You will provide high-quality advice to the General Manager and Council, prepare executive-level reports and exercise sound judgement in managing risk in a politically and publicly sensitive portfolio.

## **People and culture**

You will lead and develop a portfolio of experienced, committed managers and frontline teams working in highly regulated environments. This includes setting performance expectations, supporting capability development and fostering a values-led culture that encourages innovation, accountability and continuous improvement.

## **Financial and asset stewardship**

The role has responsibility for approximately \$7 million in operating expenditure, with capital responsibilities emerging over time. You will ensure strong financial discipline, value for money and transparent reporting. Asset stewardship is also a feature of the role, including oversight of Council-owned facilities and land relevant to community services.

## **External engagement**

You will be a visible and trusted representative of Council, engaging with community members, service users, regulators, government agencies and partners. A critical element of the role is maintaining effective relationships with aged care and early childhood regulators, ensuring compliance with contemporary legislative and care standards.



# What success looks like in the first 12-18 months

- A clear, credible Community Strategic Plan that reflects the identity, priorities and aspirations of the community.
- Stronger governance, risk management and compliance across aged care and community services.
- Confident, supported service managers who feel backed by senior leadership and clear direction.
- Improved customer service culture and responsiveness across the organisation.
- Constructive, professional relationships with councillors, regulators and key external stakeholders.



# Why this opportunity stands out

This role is a genuine leadership opportunity to shape services, culture and community outcomes at a senior level. Council is investing in its executive capability and is open to appointing the right person, recognising that impact and fit matter more than rigid structures.

For the right leader, this role offers scope, influence and purpose—and the chance to leave a lasting mark on a community that is ready for its next chapter.



# Candidate Profile

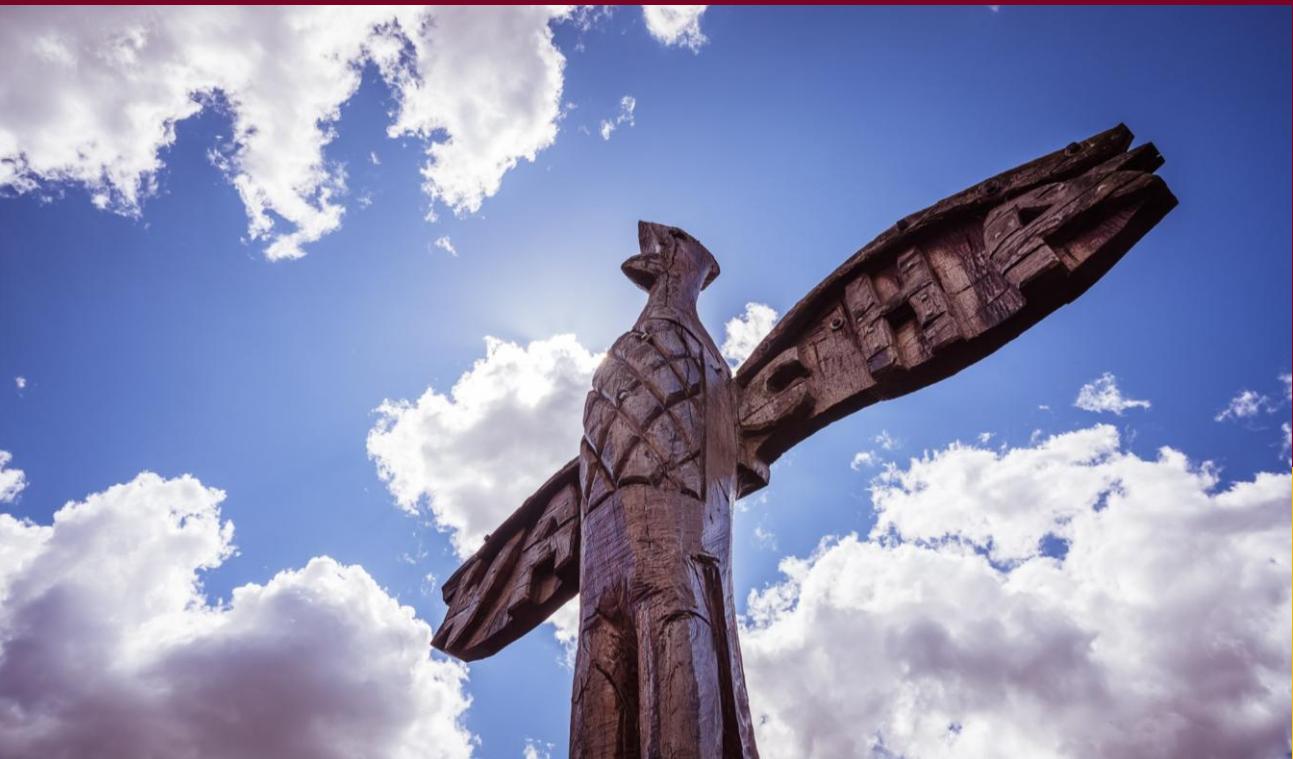
This role will suit a senior leader with experience in local government or a comparable public or community services environment, who brings both strategic depth and practical understanding of complex service delivery.

**Ideally, you will offer:**

- Executive-level experience leading community, health, social or human services.
- A working understanding of aged care and/or regulated care environments (highly regarded).
- Strong political awareness and the ability to operate confidently with elected members.
- A contemporary leadership style—visible, engaging, resilient and values-led.
- The credibility to act as a trusted advisor to the General Manager and a potential future deputy.

Above all, Council is seeking someone outward-looking, thoughtful and confident—someone who is comfortable in the public eye, curious about community dynamics, and motivated by the opportunity to make a tangible difference.

**Note:** You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.



# Council Employee Benefits

Joining Walcha Council means becoming part of a dedicated and supportive team within a close-knit rural community. You'll be welcomed into an environment that values equity, participation, sustainability and inclusion—principles that guide everything they do for their people and region.

In recognition of your contribution, the successful candidate will receive a Total Remuneration Package (TRP) that is competitive, and negotiable based on skills, qualifications and experience.

Benefits of the role include:

- Salary: Market based salary commensurate with skills and experience
- Superannuation: 12%
- Private use vehicle
- Access to Long Service Leave after five years of service
- Annual Health & Wellbeing Leave, Carers' Leave, Domestic Violence Leave
- One day leave for NAIDOC week celebrations (for those who identify as Aboriginal or Torres Strait Islander)



# About Council

**The Walcha Council region is renowned as the "Pasture Wonderland," celebrated for producing some of the country's finest livestock and globally recognised for its high-quality superfine wool.**



## Links to Council Information



Nestled in the New England region of New South Wales, Walcha Council region spans over 6,400 square kilometres, and is predominantly rural, with the town of Walcha serving as the largest settlement and the administrative centre of the area. Smaller towns and villages within the Council include Walcha Road, Nowendoc, Yarrowitch, and Woolbrook.

## Population and Geography

With an estimated population of 3,200, the region is known for its rolling hills, agricultural lands, and a climate that supports livestock farming, particularly cattle and sheep. The area also includes expansive pine plantations, contributing to the local forestry industry.

## Industry and Economy

Agriculture and forestry drive the local economy, with cattle, sheep farming, and pine plantation management at the core. Tourism, retail, and healthcare services also provide economic support.

## Walcha Council Operations

The Council is made up of eight elected Councillors who represent the community and make key decisions. The Mayor, elected by the Councillors, leads the Council. The General Manager oversees daily operations, ensuring efficient service delivery.

Walcha Council is committed to financial sustainability, guided by its Long-Term Financial Plan, balancing community needs with fiscal responsibility. Council services include infrastructure, water and sewerage, waste management, community care, and environmental services.

Council meetings are held regularly, providing the community a chance to engage and influence decision-making. This ensures transparency and accountability in Council operations.

# Corporate Plan – Community Strategic Plan (Walcha 2035)

**Vision:** *"To create a progressive, thriving high-country community that offers opportunity, lifestyle, prosperity and exceptional country charm."*

## Purpose of the Plan

The Community Strategic Plan - Walcha 2035 sets the long-term vision and strategic direction for the Walcha Local Government Area. Developed through extensive community engagement, the Plan reflects local aspirations and provides the foundation for Council's Delivery Program, Operational Plans and Long-Term Financial Plan.

The Plan promotes transparency, accountability and shared responsibility between Council, government partners, community organisations and residents in shaping Walcha's future.

## Key Challenges Identified

- Financial sustainability and infrastructure funding constraints
- Maintaining and renewing essential assets, particularly roads and bridges
- Retaining and attracting residents, families and skilled workers
- Access to health, education and transport services
- Environmental sustainability and climate resilience
- Governance capability and organisational performance

## Strategic Themes and Directions

- **Transport and Connectivity** - Ensuring a safe, reliable and efficient transport network through ongoing investment in roads, bridges and active transport infrastructure, and continued advocacy for improved regional connectivity.
- **Business, Jobs and the Economy** - Supporting local businesses, encouraging appropriate development and fostering a resilient local economy that creates employment and attracts investment aligned with community values.
- **Health and Wellbeing** - Advocating for accessible, high-quality health and wellbeing services and supporting initiatives that enhance community safety and quality of life.
- **Education and Skills** - Supporting education, training and lifelong learning opportunities that align with local employment needs and encourage youth retention.
- **Stronger Community** - Promoting social inclusion, cultural identity and community resilience, including support for Aboriginal communities, volunteers, arts, recreation and emergency preparedness.
- **Environment and Liveable Communities** - Protecting Walcha's natural environment, managing resources sustainably and maintaining the character of towns, villages and rural landscapes.
- **Keeping People Safe** - Supporting effective emergency management, disaster resilience and partnerships that contribute to a safe and secure community.
- **Better Government** - Delivering strong governance, financial sustainability and transparent decision-making, while pursuing diversified revenue sources and continuous organisational improvement.

The Walcha 2035 Community Strategic Plan was adopted in June 2025 following broad consultation with residents, community groups, businesses and service providers. It provides a long-term, community-led framework to guide Council decision-making and investment over the next decade.

## Sources:

- [Walcha Council – Community Strategic Plan: Walcha 2035](#)

# Financial Performance and Long-Term Financial Plan

Walcha Council's financial planning is guided by its Long Term Financial Plan (LTFP) 2025–2034, which forms part of Council's Integrated Planning and Reporting framework alongside the Community Strategic Plan and Delivery Program. The LTFP provides a clear view of Council's financial position, projected revenues and expenditures, and the challenges associated with maintaining services and infrastructure over the long term.

The LTFP acknowledges the ongoing structural pressures faced by small rural councils, including rising costs, constrained own-source revenue and the significant burden of maintaining an extensive road and bridge network.

## Financial Sustainability

Council's financial position has improved in recent years following the implementation of a multi-year Special Rate Variation, which has helped stabilise operating results and rebuild reserves. While this has strengthened Council's short-to medium-term outlook, the LTFP makes clear that continued discipline is required to maintain financial sustainability.

Inflationary pressures, asset renewal backlogs and limited revenue growth remain key risks. Council continues to focus on aligning service levels with available resources, improving financial resilience and ensuring long-term affordability for the community.

## Infrastructure and Asset Management

The LTFP highlights ongoing funding gaps in asset maintenance and renewal, particularly in the road and bridge network, which represents the largest component of Council's asset base. Addressing these gaps remains a priority, supported by careful capital planning and a strong focus on grant funding.

Water, sewer and waste services are managed as separate funds and continue to face capacity and renewal challenges. Council is progressively rebuilding reserves and planning for future infrastructure needs to support population stability, economic activity and environmental compliance.

## Financial Outlook

Council's long-term financial strategy focuses on:

- Maintaining core services and essential infrastructure
- Improving asset management and renewal planning
- Maintaining low levels of debt and prudent cash management
- Securing external funding to supplement local revenue
- Driving efficiency through service reviews and organisational improvement

The LTFP presents a realistic and transparent assessment of Council's financial position and provides a clear framework for decision-making over the next decade.

### Sources:

- [Walcha Council – Long Term Financial Plan 2025-2034](#)
- [Walcha Council – Delivery Program 2025-2029 and 2025-2026 Operational Plan](#)
- [Walcha Council – Audited Financial Statements](#)

# Summary of Economic Development Strategy

Walcha Council's economic development priorities are guided by the **Community Strategic Plan – Walcha 2035** and delivered through the **Delivery Program 2025–2029** and **Operational Plan 2025–26**. Together, these documents articulate Council's commitment to building a resilient, sustainable local economy that supports jobs, strengthens liveability and leverages Walcha's distinctive high-country character.

Economic development in Walcha is underpinned by three interrelated focus areas: tourism and the visitor economy, support for local business and investment attraction, and infrastructure that enables economic activity and community wellbeing.

## Tourism and Visitor Economy

Tourism continues to be a key pillar of Walcha's economic strategy. Council recognises the sector's contribution to employment, business activity and regional profile, and continues to invest in infrastructure, amenity and promotion to enhance the visitor experience.

Council supports the operation of the Walcha Visitor Information Centre and works with regional partners to promote Walcha's natural environment, heritage assets and events calendar. Ongoing investment in public spaces, recreation facilities and town presentation plays a central role in strengthening Walcha's appeal to visitors while also enhancing quality of life for residents.

## Local Business Support and Investment Attraction

Council actively supports existing businesses and seeks to create conditions that encourage new investment and population growth. This includes facilitating development through planning and regulatory services, advocating for improved enabling infrastructure and promoting Walcha's affordability, lifestyle and business opportunities.

Key priorities include supporting housing supply to meet workforce needs, advocating for improved telecommunications and childcare services, and working with government and industry partners to attract skills, workers and investment aligned with the community's long-term aspirations.

## Infrastructure Enabling Economic Activity

Investment in infrastructure is a critical enabler of economic development across the local government area. Council's Delivery Program 2025–2029 outlines ongoing capital investment in roads, bridges, community facilities and active transport infrastructure to support connectivity, safety and productivity.

Council places strong emphasis on securing external grant funding to maximise the impact of its capital program and deliver infrastructure that supports both economic activity and liveability outcomes.

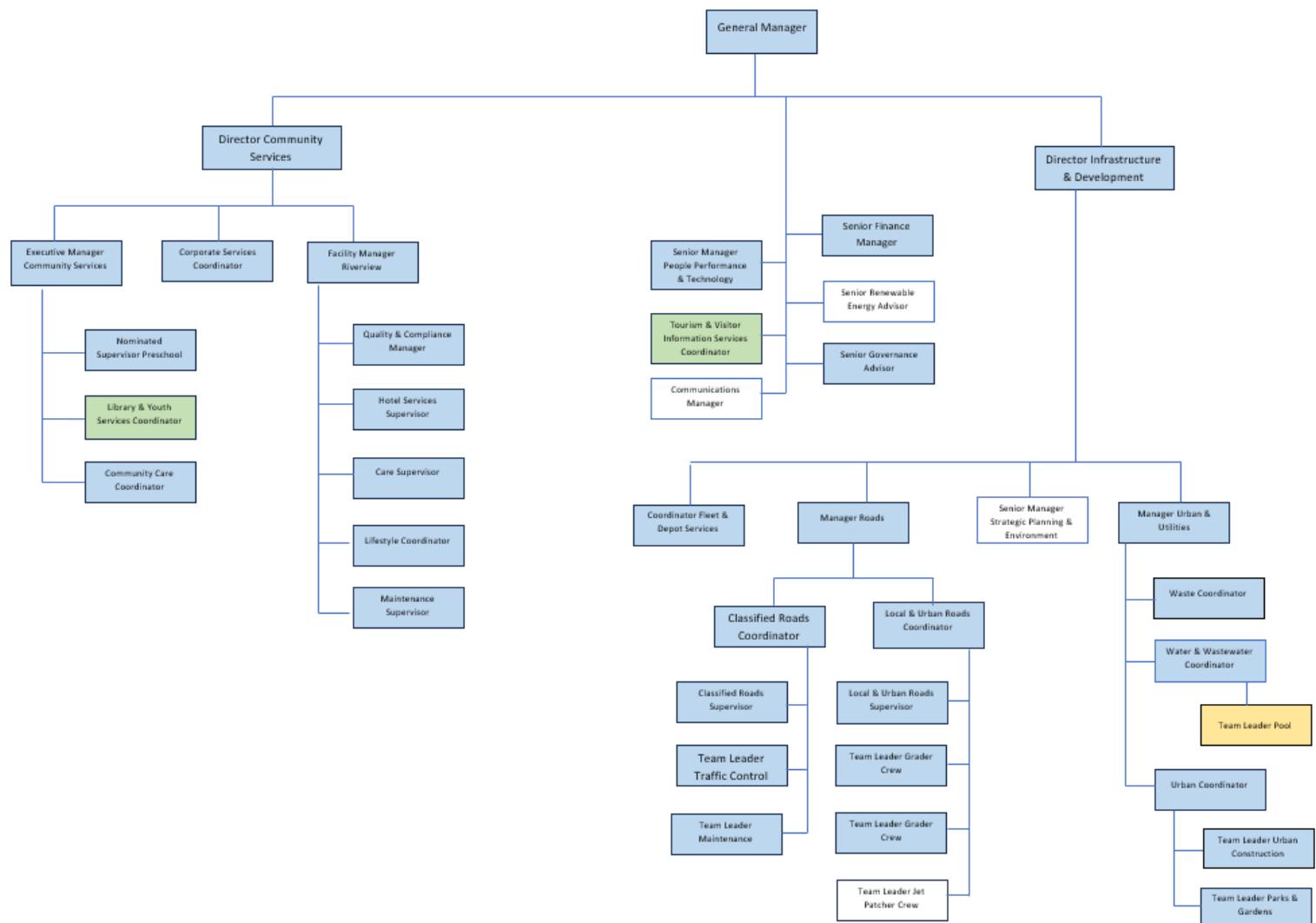
Together, these initiatives reflect Walcha Council's commitment to fostering a diverse and resilient local economy that supports sustainable growth, attracts new residents and businesses, and maintains the unique character of the region.

### Sources:

- [Walcha Council – Community Strategic Plan: Walcha 2035](#)
- [Walcha Council – Delivery Program 2025-2029 and 2025-2026 Operational Plan](#)

# Organisational Structure

Proposed structure February 2026 (Team Leader+)





# Living in the Region



## Housing

Walcha offers a range of affordable housing options, from charming heritage homes in the town centre to modern residences and rural lifestyle properties on larger blocks. The region's low cost of living compared to metropolitan areas makes it an attractive choice for individuals and families looking for space, tranquility, and a strong sense of community. Whether you're after a family home, a hobby farm, or a quiet country retreat, Walcha provides diverse housing choices in a picturesque setting.



## Educational Facilities

Walcha Council region offers access to primary and secondary education through Walcha Central School, which caters to students from Kindergarten to Year 12. St Patrick's School provides primary education in a Catholic setting. Several public primary schools also operate in surrounding villages, including Kentucky, Nowendoc, Niangala, Woolbrook, and Yarrowitch. For tertiary education, residents typically travel to Armidale or Tamworth, where a range of vocational training and university-level courses are available.



## Healthcare

Walcha Council region offers essential healthcare services through the Walcha Multi Purpose Service (MPS), located at 11 Middle Street. This public hospital provides 24 beds—comprising 9 acute care beds and 15 high-care residential aged care beds—and offers services such as general medicine, emergency care, dental, and community health support. The Walcha General Practice Clinic complements these services by providing general medical care to the community. For more comprehensive medical needs, residents have access to larger hospitals in nearby cities: Armidale Rural Referral Hospital and Armidale Private Hospital, approximately 60 km away, and Tamworth Rural Referral Hospital and Tamara Private Hospital, about 77 km from Walcha.



# Living in the Region



## Shopping & Dining

Walcha offers a variety of shopping and dining options that cater to both residents and visitors. The town features essential retail services, including grocery stores, hardware suppliers and specialty shops. For dining, Walcha boasts several cafes and restaurants, such as the Walcha Royal Café, known for its Australian cuisine, and Café Graze, offering homemade meals and baked goods. The Walcha Road Hotel provides classic pub fare in a historic setting. Additionally, the Walcha Bowling & Recreation Club offers bistro-style meals in a relaxed atmosphere and the Apsley Arms Hotel serves a mix of Nepalese specials and traditional pub favourites. These venues contribute to the town's welcoming atmosphere and serve as popular gathering spots for the community.



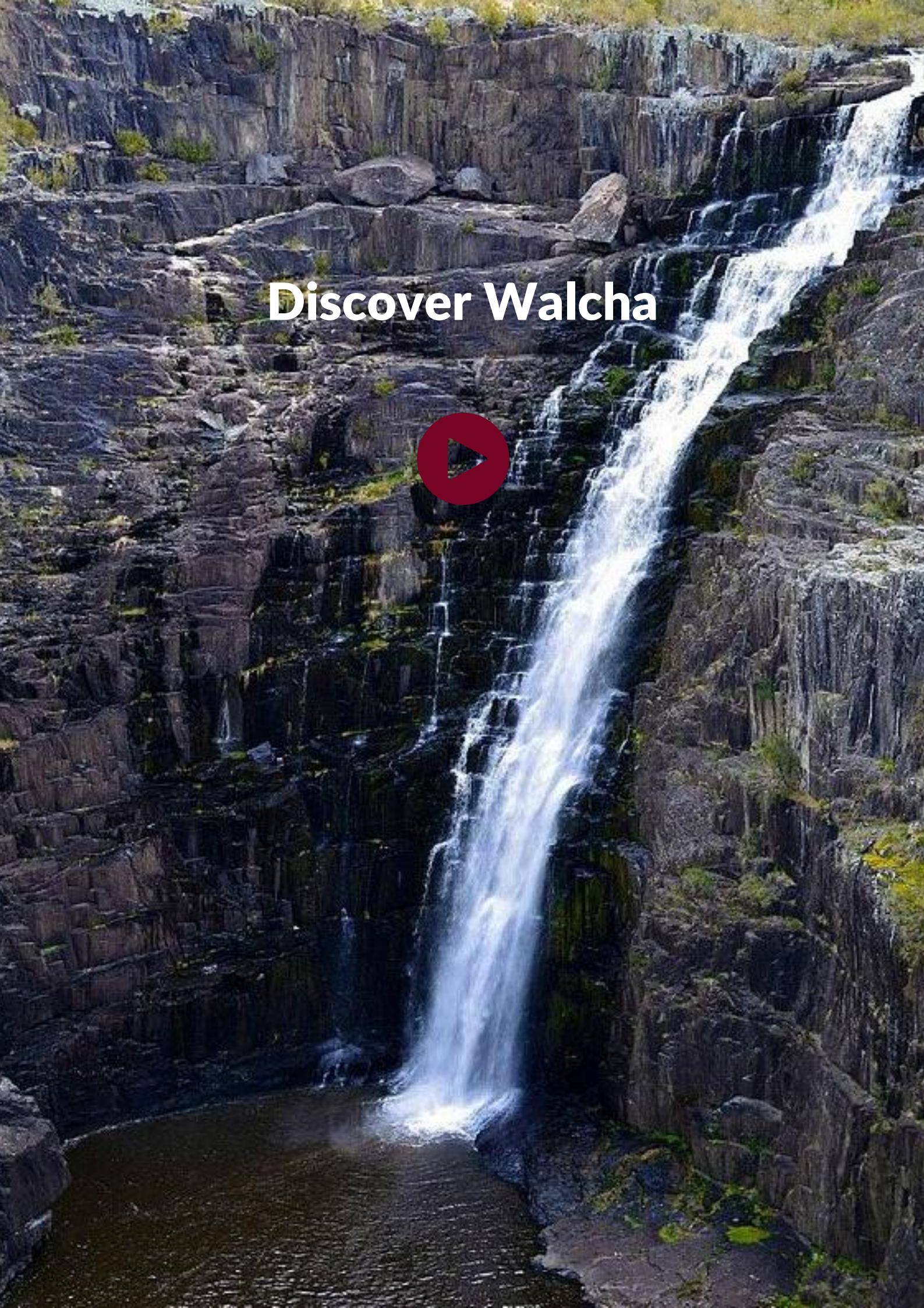
## Sports & Recreation

Walcha Council region offers a diverse range of sports and recreational facilities catering to various interests. Local clubs include the Walcha Rugby Union Football Club, Walcha Boleros Netball Club, and the Walcha Golf Club. The Walcha Bowling & Recreation Club provides two bowling greens and hosts social and competition bowls. Fitness enthusiasts can access the Walcha Community Gym and squash courts, both requiring membership for entry. Outdoor activities are abundant, with facilities like the Walcha Swimming Pool, Walcha Showground, and John Oxley Playing Fields supporting various sports. For nature lovers, nearby Oxley Wild Rivers and Mummel Gulf National Parks offer opportunities for bushwalking, fishing, and camping. Additionally, the Walcha Racecourse and Walcha Gun Club cater to specific sporting interests.



## Getting Around

Walcha region offers various transport options for residents and visitors. The Walcha Taxi Service operates locally, providing convenient transport around the town. Community transport services include weekly bus routes to Armidale every Tuesday and to Tamworth on the last Friday of each month, as well as a local Access Bus service every Thursday for Walcha and Summervale residents. Walcha Road Station, located approximately 20 km from the town, is serviced by daily NSW TrainLink trains connecting Sydney and Armidale. Walcha Airport accommodates light aircraft, while larger commercial flights are available from nearby Armidale Airport (approximately 50 km away) and Tamworth Airport (around 72 km away).



# Discover Walcha



# Recruitment Process and Timeframes

## How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the **Candidate Profile (Page 7)**

## Evaluation Process

Leading Roles and Walcha Council will determine a shortlist of suitable applicants based on desktop review of applications and initial interviews with a select group of applicants.

Applicants that have been shortlisted will be advised and asked to attend an interview with the interview panel. Walcha Council may elect to undertake further interviews as required.

Preferred / shortlisted applicants may be required to undertake psychometric assessments to assist in understanding the working preferences and attributes and potential fit to the role. You will also be required to undergo a criminal history check, VEVO “right to work” check as well as financial probity checks.

## Indicative Timeframes

 Applications Open	• Week Commencing Monday 16 February 2026
 Applications Close	• 5:00 pm AEST Monday 16 March 2026
 Initial Assessment	• Week Commencing Monday 16 March 2026
 Council Interviews	• Week Commencing Monday 23 March 2026

\*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.

## Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.

# What Happens Next?

At Leading Roles, we prioritise candidate care and engagement throughout the recruitment journey. The process typically takes 6 to 8 weeks, from submission of your application, and we strive to keep you informed with regular updates.

While feedback may not be immediate, we assure you that we will contact you with updates and relevant information as soon as possible. The schedule below indicates when you will hear from us. Thank you for your understanding as we carefully manage a high volume of applicants and coordinate with client schedules.

Stage	What to Expect
<b>Week 1-3</b> Application Stage	<ul style="list-style-type: none"><li><b>Application Acknowledgment:</b> Prompt acknowledgement of your application.</li></ul>
<b>Week 4</b> Initial Interviews	<ul style="list-style-type: none"><li><b>Applicant Review:</b> We work closely with our clients to determine longlisted applicants that match the requirements for the role.</li><li><b>Video Conference Interviews:</b> Initial interviews with longlisted applicants.</li><li><b>Feedback:</b> Shortlisted applicants agree with client. Feedback provided to applicants.</li></ul>
<b>Week 5 &amp; 6</b> Client Interviews	<ul style="list-style-type: none"><li><b>Preparation:</b> Shortlisted candidates receive a briefing prior to client interview.</li><li><b>Panel Interviews:</b> Consultants facilitate client interviews, at the discretion of the client, online or in-person.</li><li><b>Feedback:</b> Post-interview feedback provided to candidates.</li></ul>
<b>Week 5 &amp; 6</b> Verification	<ul style="list-style-type: none"><li><b>Checks:</b> Simple online verification, including:<ul style="list-style-type: none"><li>Reference Checks</li><li>Criminal History and Right to Work Checks</li><li>Psychometric Assessments (if requested by client)</li></ul></li></ul>
<b>Week 6</b> Offer & Negotiation	<ul style="list-style-type: none"><li><b>Negotiation:</b> Consultant to support salary negotiations.</li><li><b>Engagement:</b> Direct candidate engagement with the Council for contract questions and onboarding.</li></ul>
<b>Week 6 to 8</b> Project Finalisation	<ul style="list-style-type: none"><li><b>Future Opportunities:</b> If unsuccessful, with your permission, you'll be added to our Talent Pool for future opportunities.</li></ul>
Post Placement	<ul style="list-style-type: none"><li><b>Check-in:</b> Regular check-ins throughout the first year.</li></ul>



# MARK OGSTON

## Chief Executive



Mark founded Leading Roles in 2012 to provide specialist assistance in recruitment and human resource related projects for councils, and he is a passionate advocate for the development and performance of the local government sector.

Mark leads all our client engagement, the Leading Roles recruitment team and undertakes executive level recruitment projects for the company.

Client Rating



Candidate Rating



## CONTACT

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ATTACHMENT

# Position Description

## POSITION DESCRIPTION:

### Director Community Services



Date of Revision:	2 February 2026
Classification:	Executive Band 4 Level 3 from the Local Government (State) Award 2023
Position Code:	
Reports To:	General Manager
Address Location:	2W Hamilton Street Walcha NSW 2354
Responsible For:	Executive Manager Community Services, Facility Manager Apsley Riverview Residential Aged Care Facility, Customer Services Coordinator
Significant Contacts:	<b>Internal:</b> Councillors, General Manager, Director, Council Staff <b>External:</b> Community Members, Contractors, Consultants, Government Agencies and other service providers to Council. Officers from Government and other statutory authorities
Annual Operating Expenditure:	\$7 million
Annual Capital/Projects Expenditure:	TBA
Position Type:	Permanent Full-Time

#### Position Summary

This position is a key senior position within the Walcha Council and is a member of the Executive Management team. The Director Community Services is a new position within the Council in recognition of the wide array of community and social services provided by the Council to the community. The position ultimately is responsible for the Walcha Pre-School, Walcha Community Care Centre, Apsley Riverview Aged Care Facility, library services and the Council's front-line customer services.

#### Work of the Role

The primary work of the role is to act as the principal advisor to the General Manager and Council on community services and development matters, ensuring that services delivered by the Directorate are fit for purpose and aligned with community expectations. Provide effective leadership and management of the Directorate to achieve Council's strategic objectives, while partnering with section managers to deliver sound financial and technical advice and support. Work collaboratively with the Facility Manager and Board to ensure the Apsley Riverview Residential Aged Care Facility operates in full compliance with the Aged Care Act 2024. Ensure that all delegations applicable to the position are appropriately exercised and maintained. Champion Council's vision by modelling behaviours that align with and support Council's values, and develop, maintain, and leverage strong relationships with government, business, and community stakeholders, ensuring a visible and engaged leadership presence in both the workplace and the broader community.

The responsibilities of this position are to be completed in line with organisational and legislative requirements outlined in the Work Health and Safety Act, relevant regulations, Council's Policy and Procedures. The incumbent will display, promote safe actions in the workplace and will place safety above all operational requirements, every time.

## POSITION DESCRIPTION: Director Community Services



### Corporate Accountability

Council's aim is to have a satisfying, non-discriminatory working environment with high performing and motivated staff. The person holding this position will:

1. Provide prompt, accurate courteous and helpful customer service to Council's clients.
2. Promote a positive image of Council as both an efficient and professional service provider.
3. Promote and support through work practices, Council's Values and Organisational We Statements.
4. Comply with Council's Safe Systems of Work, Policies and Procedures relating to this position.
5. Comply with Walcha's Model Code of Conduct.
6. Work collaboratively with your Leader to meet agreed performance standards, workplace behaviour expectations and complete training requirements as identified in Council's Employee Development Cycle systems of work.
7. Contribute to the achievement of the relevant Council strategic and management objectives and ensure that the accountabilities and functions of the position are integrated and consistent with these objectives.
8. In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
9. Comply with the State Records Act, keeping full and accurate records of all business activities.
10. Comply with relevant legislation e.g. Anti-Discrimination, Equal Employment Opportunity (EEO).

### Our L.A.W. Values and Organisation We Statements

Walcha Council's corporate values defines what is important to us. Our Organisational We Statements support our values, defines our organisational expectations, and provides a clear set of standards in a transparent way of how we work at Walcha Council.

	Leadership	Accountability	Working Well At Walcha
Value Definition	To empower others with what you do and what you say	To be transparent, ethical, and consistent when we carry out our work. Owning what you say and do when things are good or when they could be better.	To work as one team
Organisation We Statements	We are clear, consistent, and open in our communication.	We do what we say we will do	We treat each other with respect, professionalism, and kindness.
	We have courageous conversations	We acknowledge and learn from our mistakes	We support each other to work safely.

## POSITION DESCRIPTION: Director Community Services



### Key Responsibilities

The areas below outline the key functions and tasks required of this position. Tasks may be modified from time to time to ensure that Council's Operational, Delivery and Community Strategic Plan requirements are being met. Employees may be required to undertake other relevant duties as directed which are consistent with the employee's skill, competent level and training.

- Provide expert advice and guidance to the General Manager on management issues, matters of procedure and policies relevant to the Directorate.
- Communicate and report to the General Manager on any matters which may affect operations of the Council or its relationship with ratepayers or the general public.
- Participate as an active member of the Executive Management team.
- Provide effective leadership to the Directorate.
- Develop, implement and report on delivery programs, annual operational plans, policies and procedures as they relate to the work of the Community Services Directorate.
- Identify and assess the risks associated with the activities of the Community Services Directorate and take action to eliminate, mitigate or manage these risks to limit unwanted and unacceptable consequences.
- Have a strategic understanding of a positive working relationship with, the community, staff, Council General Manager, government bodies and other key stakeholders.
- Oversee the delivery of high-quality services that are client responsive and integrated with other community development services.
- Manage financial planning and external financial reporting of Council's operations.
- Create an environment where innovation and achievement are emphasised and rewarded.
- Engage and communicate with staff on strategic planning, problem solving, innovation, continuous improvement initiatives and organisational priorities.
- Ensure that Council has appropriately qualified and trained staff for the delivery of services and achievement of performance targets.
- Identify strategic challenges and opportunities, which could impact on the Directorate and brief the General Manager on identified challenges or opportunities.
- Manage Council's Land Holdings.
- Prepare routine correspondence and written reports to Council and provide high-level detailed analysis, monitoring and reporting of Directorate operations as required by the General Manager.
- Attend all meetings of Council, and if required, relevant events and conferences.
- Represent Council as required by the General Manager.
- Ensure all work of Directorate staff complies with all relevant legislation, Council policies and procedures, industry guidelines and best practice.
- Maintain all compliance related requirements relevant to the position.
- Maintain a comprehensive and effective customer request process that ensures timely and appropriate responses that are consistent with Council's adopted standards.

## **POSITION DESCRIPTION:** **Director Community Services**



- Work closely with the Executive Manager Community to ensure the efficient operation of the Preschool, Community Care, Residential Aged Care Facility and Library.
- Develop, implement and review individual and team performance targets in accordance with Council's goals and objectives.
- Assist in the identification and implementation of training plans to meet individual and team requirements.
- Undertake employee annual reviews and monitor performance on a regular basis to ensure staff are meeting the requirements of their role.
- Ensure decisions are timely and communicated to individuals and teams.
- Lead the review of the Community Strategic Plan.

### **Performance Agreement**

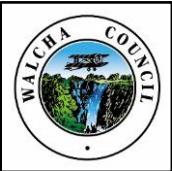
The General Manager will discuss and review the performance of the Director Community Services on a regular basis. These role clarity discussions will form the basis of ongoing development, and feed into the formal annual performance review process. A formal Annual Performance Agreement will be developed and completed each year.

### **Compliance Training Requirements**

This position requires the following licence requirements, current corporate or industry knowledge to be maintained as a minimum. Additional individual training and professional development opportunities will be discussed throughout the year to develop an individual training plan for this position.

- Class C Drivers Licence.
- Currency with applicable Acts and Regulations.
- Currency with Aged Care Act.
- Maintain currency with industry best practice.

## POSITION DESCRIPTION: Director Community Services



### Selection Criteria

#### Essential

- Degree qualifications in Management, Business, Social Services or Health Care.
- Demonstrated senior management experience in Local Government community services or leadership experience in the not-for-profit sector.
- Demonstrated experience in leading and managing staff across a diverse range of activities.
- Demonstrated experience in implementing and exemplifying a values-based organisation.
- Excellent written and verbal communication skills.
- Class C Drivers Licence.

#### Desirable

- Highly developed negotiation and influencing skills.
- Experience with

#### Focus Capabilities

These capabilities have been identified as critical for the success of this position.

- Manage Self: Show drive and motivation, an awareness of strengths and weaknesses, and commitment to learning.
- Community & Customer Focus: Commit to delivering customer and community focused services in line with strategic objectives.
- Plan & Prioritise: Plan and organise work in line with the organisational goals, and adjust to changing priorities.
- Finance: Be a responsible custodian of Council funds and apply processes in line with legislation and policy.
- Lead & Manage Change: Initiate, support and champion change, assist others to accept and engage with change.

Note: As part of Council's Recruitment and Selection process, all preferred candidates are required to complete all pre-employment clearances. These will vary from role to role, but will involve reference checking, pre-employment medical and criminal history clearance as a minimum. Completion of Working with Children Check will be required for child related positions. All applicants are required to be an Australian Resident or equivalent or holder of a Visa allowing permanent employment in Australia.

**POSITION DESCRIPTION:**  
**Director Community Services**



**Positional Physical Demands Analysis**

Exposure Level	Rating
No exposure	0
Low Exposure = 0 to 2 hours daily	1
Medium Exposure = 2 to 4 hours daily	2
High Exposure = 4 – 7 hours daily	3

WORKING CONDITIONS - ENVIRONMENT							
High Temp >35 °	1	Low Temp <3°	1	Wet/Slippery Environment	0	Noisy Environment	0
WORKING CONDITIONS - PHYSICAL							
Outside Work	1	Operating Plant & Equipment	0	Working Near Plant & Equipment	0	Working at Heights	0
Prolonged Driving (periods >2hrs)	1	Vibration	0	Confined Spaces	0	Overhead Work	0
Working Alone	2	Inside Work	3	Use of Computer for screen-based activities	3	Prolonged Sitting (periods >1hr)	3
Prolonged Standing (periods >1hr)	1	Working with the public	3	Working with distressed people	2		
PHYSICAL REQUIREMENTS							
Heavy Manual Tasks	0	Pushing loads >5kg	0	Frequent bending	0	Colour Vision	2
Light Manual Tasks	0	Pulling loads >5kg	0	Repetitive Lifting	0	Standing for extended periods	1
Trunk Twisting	0	Extend arms for reaching	0	Elevate arms above shoulder height	0	Kneeling for extended periods	0
Climbing to access exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	1
Balancing	0	Crawling	0	Hearing above background noise	1	Depth Perception	1
Fine Manipulation (screwing, etc.)	0	Shovelling/Digging	0	Fingering (i.e. typing)	3	Glare (computer screen)	3
CHEMICALS							
Dust	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0
Working with Solvents	0	Mist/Fumes	0	Possible exposure to Hepatitis A,B,C	0	Possible exposure to Tetanus	0
Gases/Vapours	0	Odours	0				
BIOMECHANICAL							
Repetitiveness	1	Fatigue	1				
ASBESTOS							
Asbestos Awareness	0	Class B Asbestos Removal	0	Removal or Supervision	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT							
Safety Footwear	1	Protective Eyewear	1	Ear Plugs/Muffs	0	Protective Headwear	1
Hivis Clothing	1	Protective Clothing	0	Other PPE: Face shield			0

## POSITION DESCRIPTION: Director Community Services



### Authorisation

Document Review Date:	2 February 2027	
Leader:	Stephen Parry	Date:
Director:	N/A	Date:
HR Manager:	Mike Lockie	Date:
General Manager:	Stephen Parry	Date:

### Acknowledgement

This position description represents a broad description of the work of the role, corporate accountabilities, and capabilities required. I accept that I may be asked to undertake duties within the limits of my skill, competence, and training consistent with the applicable band/level within the Local Government Award at any time. I accept that, with consultation, my duties may be modified by Walcha Council over time to meet changing strategic and operational requirements.

I understand and accept the contents of this position description.

Employee:	Date:
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