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| POSITION TITLE | Health Administration Support Officer |
| AWARD AND CLASSIFICATION | Wodonga City Council Enterprise Agreement 2018 to 2021 Band 5 |
| DIRECTORATE | Planning and Infrastructure |
| BUSINESS UNIT | Environmental Health |
| REPORTS TO | Team Leader Environmental Health |
| SUPERVISES | Nil |
| EMPLOYMENT STATUS | Part Time Limited Tenure |
| DATE | May 2022 |
| EMPLOYEE NAME | Vacant |

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Health Administration Support Officer will assist in the delivery of the Environmental Health units programs in Environmental Health and Immunisation. They will be required to provide administration support to all areas of Environmental Health including in emergency response by providing efficient and accurate administration services, customer support and support the unit by interchanging between all areas of Environmental Health.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for providing appropriate assistance and supporting members of the Environmental Health Team by ensuring:

- The position acts under the guidance of Health Administration Officers and Team Leader Environmental Health working under established guidelines and with clear objectives as listed below.

Abilities

- Work collaboratively within the team;
- Work independently on set goals within set time frames;
- Work closely with the Health Administration officers with a focus in areas (Health, Immunisation, Emergency Management) as directed by the Team Leader to assist with the management of data entry and required processes;
- Assist with Council's responsibilities relating to state and Commonwealth Government databases to ensure updates occur and data is entered in a timely manner;

Reporting

- Maintain databases so reporting requirements to the Department of Health and other government and non-government agencies reports can accurately be generated and submitted, as directed;
- Assist in the gathering of statistical information relating to Environmental Health, Immunisation and Emergency Management (Pandemic response) as directed by the Team Leader;

Legislation

- Maintain a basic working knowledge of the legislation pertaining to the position;

Accuracy and Accountability

- Be accountable for maintaining a high level of accuracy and commitment to the team and position;
- Act in accordance with Council's policies and procedures, including maintaining confidentiality;
- Support and undertake best practice principles in identified areas of focus;

Administration

- Identify, review and maintain Environmental Health and Immunisation databases and systems to maximise record keeping, information gathered and improve team efficiencies as directed;
- Maintain identified records, processes and applications pertaining to Immunisation and Environmental Health in accordance with Council's, State Government, contractors' records systems guidelines and requirements;
- Assist in the implementation of Wodonga and other council's contracted Immunisation and Environmental Health programs;
- Assist with maintaining Council's website to ensure Immunisation and Environmental Health information is up to date;
- Receipt payments and assist in the processing of standard letters and documents;
- Assist in undertaking all record management duties as required, ensuring all correspondence received is handled in a professional, appropriate and timely manner;
- Assist with the maintaining, monitoring and ordering of resources and information as required;
- Represent the Environmental Health Team Unit and / or Council as delegated by the Team Leader;
- Assist in the delivery of events and programs conducted by the Environmental Health Unit when required.

Customer Service

- Assist in the delivery of timely, efficient and accurate customer service to both internal and external customers;

Workplace health, safety and risk management

- Understand the principles of risk management and assist with their application to all aspects of council activity.

Emergency Management

- As part of the responsibilities associated with this position, the Health Administration Officer is expected, within reason, to assist Wodonga City Council in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

Ability to use judgement to make decisions on specialised work using methods, procedures and processes developed from theory or precedent, and improve and develop methods and techniques. Resolve problems by using judgement to apply developed techniques to new situations.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of administration processes and systems;
- Developed communication skills – written and oral;
- Highly developed customer service skills and willingness to provide good service to internal and external customers, as directed;
- Developed organisational and time management skills;
- Able to prepare correspondence and other documents as directed;
- Highly developed data entry skills, accuracy and efficiency;
- An understanding of the importance of good record keeping and the ability to effectively use Council's document management system;
- Willingness to learn legislation and guidelines relevant to the position within the environmental health team and local government practices;
- Working knowledge or ability to learn quickly computer programs relating to Environmental Health;
- The ability to identify problems, adapt to changing situations and develop appropriate responses;
- Intermediate skills in Microsoft suite and Pathway and the ability to maintain databases for information collection and reporting or able to demonstrate the ability to learn quickly data systems;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable;
- Ability to work independently when required and complete tasks with set time frames;
- Ability to work collaboratively within the Environmental Health
- Show willingness to learn the role(s) and new tasks.

INTERPERSONAL SKILLS

- Intermediate verbal communication skills and ability to communicate with stakeholders including members of the public, and other employees, to enable the resolution of moderately complex problems;
- Good written communication skills that includes communicating with stakeholders including members of the public, and other employees to enable the preparation of routine correspondence and reports as directed;
- Ability to gain cooperation and assistance from stakeholders including the public and other employees in the administration of well-defined activities.
- Ability to work collaboratively within a busy team environment and work independently;
- Have good time management skills and organisational ability;
- Willingness to learn other duties as instructed.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position including being able to use council's IT systems and applications to meet the requirements of the role.

CUSTOMER SERVICE SKILLS

Meet Council's Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in administration duties in relation to any emergency situation which affects the operation of the council and/or wellbeing of the community.

RISK AND OHS

- Understand and comply with Occupational Health and Safety (OH&S) and risk management principles;
- Proactively identify, assess, evaluate and monitor risks and hazards;
- Participate in incident or claims investigation and assist with their prompt resolution; and
- Champion safe work behaviours and risk management principles.

QUALIFICATIONS AND EXPERIENCE

- Undertaking/or having an Administration qualification with work skills and relevant experience;
- Current drivers licence;

- Current CPR certificate;
- Working With Children Check for NSW and VIC;
- Ability to use data systems or demonstrated ability to quickly learn data systems.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change and sudden rescheduling.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

Staff member signature

People and performance framework

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| CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service. | | BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community. | | PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community. | |
| FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities. | | PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people. | | MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing. | |
| | | SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do. | | | |

Customer Service and Communication

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| Demonstrates commitment to a high standard of service to customers and the community. | <ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow |
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Build and Enhance Relationships

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| Works co-operatively and effectively with others. | <ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required |
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Plan, Organise, Deliver

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| Organises and prioritises own work to meet work commitments. | <ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude |
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Future Focus

Looks for improvements and is adaptable to change.

- Understands council vision and purpose and how their role fits in
- Is willing to adapt to changing processes, systems, technology and environments
- Looks for improvements and better ways of doing things
- Seeks support and clarification when required

People Development

Welcomes opportunities for learning and self-development.

- Displays council values
- Reflects upon own performance
- Seeks and acts upon feedback
- Sets goals for personal and professional development
- Finds ways to learn and improve in the completion of day-to-day tasks
- Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing

Takes responsibility for self-care and managing work-life balance.

- Demonstrates effective time management and prioritising of tasks
- Is aware of, controls and expresses their own emotions appropriately
- Recognises when support is needed
- Accepts responsibility for their own actions and outcomes
- Is aware of the importance of self-care

Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.

- Remains vigilant in ensuring a safe working environment for self and others
- Is aware of risk and takes action to prevent problems
- Reports hazards, incidents (including near misses) and compliance concerns in a timely way
- Understands the importance of honesty and transparency
- Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets
- Complies with policies and procedures

ATTACHMENT 2

| FREQUENCY | % OF WORK DAY / TASK |
|----------------|----------------------|
| Rare (R) | 0-5% |
| Occasional (O) | 6-33% |
| Frequent (F) | 34-66% |
| Constant (C) | 67-100% |

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

| TASK | DESCRIPTION | INHERENT REQUIREMENTS | DEMAND | FREQUENCY | | | |
|----------------------------------|--|--|---------------------------|-----------|---|---|---|
| | | | | R | O | F | C |
| Health Inspection related duties | Slip trip fall hazards, Sitting Carrying Computer use | <ul style="list-style-type: none"> Liaison with staff of all levels Liaison with the community and other stakeholders Phone use Computer use Driving company vehicles Assistance within the field duties, such as water and food sampling. | Sitting | | | X | |
| | | | Standing | | | X | |
| | | | Walking | | X | | |
| | | | Lifting < 10kgs | X | | | |
| | | | Carrying | X | | | |
| | | | Pushing | X | | | |
| | | | Pulling | X | | | |
| | | | Climbing | X | | | |
| | | | Bending | X | | | |
| | | | Twisting | X | | | |
| | | | Squatting | X | | | |
| | | | Kneeling | X | | | |
| | | | Reaching | X | | | |
| | | | Fine motor | | | X | |
| | | | Neck postures | | | X | |
| | | | Accepting instructions | | X | | |
| | | | Sustained concentration | | | X | |
| | | | Simple decision making | | | X | |
| | | | Problem solving | | | X | |
| | | | Interaction with others | | | X | |
| | | | Exposure to confrontation | | | X | |
| Respond to change | | | X | | | | |
| Prioritisation | | | X | | | | |