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|--------------------------|---------------------------------------------------------------|
| POSITION TITLE           | Environmental Health Officer                                  |
| AWARD AND CLASSIFICATION | Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6 |
| DIRECTORATE              | Community and Partnerships                                    |
| BUSINESS UNIT            | Community Development                                         |
| REPORTS TO               | Team Leader Environmental Health                              |
| SUPERVISES               | Nil                                                           |
| EMPLOYMENT STATUS        |                                                               |
| DATE                     |                                                               |
| EMPLOYEE NAME            |                                                               |

## ORGANISATIONAL CONTEXT

Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Environmental and Community Protection service supports a safe, healthy and liveable municipality through the administration of environmental and public health legislation, prevention and management of health risks, regulation of prescribed activities and provision of reliable professional advice. The service contributes to community wellbeing, responsible development and confidence in Council's regulatory and public health functions.



Trust



Respect



Integrity



Learning

*Vision:* A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

*Mission:* Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

The Environmental Health Officer protects public and environmental health by applying specialist expertise, delegated authority and proportionate regulatory intervention. The position creates value through effective prevention, assessment, education, investigation and enforcement, supporting compliant businesses and premises, informed development decisions, responsive complaint management and coordinated action on emerging or established public health risks.

## **POSITION OBJECTIVES**

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The Environmental Health Officer protects and promotes community and environmental health through the effective administration of relevant legislation, Council delegations and regulatory programs. Working with businesses, residents, health professionals, government agencies and internal Council teams, the position assesses public health risks, provides specialist advice, investigates complaints and applies proportionate education, compliance and enforcement responses. The role supports safe food and registered premises, effective infectious disease and nuisance controls, appropriate onsite wastewater management and informed development decisions, contributing to a healthy municipality and a professional, responsive and accountable Council service.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES**

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- **Statutory Regulation and Delegated Authority**

Exercises authorised and delegated functions as an authorised officer, applying sound judgement, approved procedures and proportionate regulatory responses. Issues directions and officer correspondence within delegated authority, documents decisions, and escalates significant breaches in accordance with Council delegations, policies and procedures.

- **Registered Premises and Education**

Regulates food premises and registered public health and wellbeing premises, including prescribed accommodation, caravan parks and aquatic facilities, through risk-based inspections, complaint investigation, sampling and documented follow-up. Makes recommendations on registrations and approvals, works with proprietors to address non-compliance, and supports education activities that promote safe practices and sustained compliance.

- **Public Health and Infectious Disease Control**

Supports infectious disease prevention and control through consultation with medical practitioners, government health officers and relevant agencies, undertaking outbreak investigations and maintaining appropriate records. Participates in mosquito surveillance, aquatic facility water testing and related public health programs, providing evidence-based advice and directions to manage community health risks.

- **Nuisance and Tobacco Regulation**

Investigates complaints and risks relating to public health nuisances and tobacco compliance, exercising authorised powers under relevant legislation. Assesses evidence, provides education and directions, undertakes surveillance, and issues notices where authorised, while preparing recommendations for further enforcement where non-compliance presents significant community health risks.

- **Onsite Wastewater Management**

Assesses permit applications for onsite wastewater management systems and development proposals

requiring non-reticulated waste disposal, applying relevant environmental and public health requirements. Conducts inspections, investigates complaints and provides recommendations to planning and building teams, while advising landowners, plumbers and builders on suitable systems and corrective actions.

- **Investigation, Enforcement and Legal Proceedings**

Conducts fair, thorough and evidence-based investigations into alleged legislative breaches, maintaining accurate records and procedural fairness throughout decision-making. Prepares warnings, reports, briefs and evidentiary material for management consideration, appeals, and attends courts or tribunals when required to support defensible regulatory outcomes.

- **Advice, Education and Stakeholder Engagement**

Provides clear, timely and technically sound environmental health advice to residents, businesses, health professionals, government agencies and Council teams. Builds cooperation through education, consultation and professional communication and maintains productive networks that support improved public health outcomes.

- **Service Delivery, Records and Organisational Contribution**

Plans and delivers assigned regulatory programs, maintains reliable records and contributes to statutory reporting, business planning, benchmarking and public health planning activities. Participates in team initiatives, continuous improvement and approved response arrangements, managing priorities and risks to support responsive, safe and effective service delivery.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

|         |                                                                                                                                                                                                                                                                                                                                                                 |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trust   | <p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p> |
| Respect | <p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>                                                                                                                                                    |

|           |                                                                                                                                                                                                                                                                                                                |
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| Integrity | <p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p> |
| Learning  | <p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>                                                                                                        |

#### 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

- Applies professional judgement to specialised environmental health matters using legislation, established methods, accepted professional practice and relevant precedent.
- Prioritises inspections, investigations, complaints and program commitments according to public health risk, statutory requirements and agreed service priorities.
- Analyses changing or unfamiliar circumstances, identifies suitable response options and adapts established techniques to resolve moderately complex issues.
- Determines when education, direction, formal enforcement or escalation is appropriate, remaining within delegated authority and documented approval requirements.
- Identifies legal, safety, operational and reputational risks and makes evidence-based recommendations for treatment or further action.
- Uses initiative to progress work independently while seeking direction where a matter exceeds established procedures, delegations or professional authority.

#### SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates thorough knowledge of legislation relevant to environmental health and the authorised-officer functions assigned to the position.
- Applies environmental health knowledge across food safety, registered premises, public health nuisances, tobacco control, immunisation and vector-control activities.
- Applies relevant environmental protection requirements when assessing onsite wastewater systems and related development proposals.
- Demonstrates working knowledge of legal processes, court procedures, evidence requirements and the preparation or service of regulatory documents.
- Conducts inspections and investigations, assesses evidence and prepares clear recommendations, reports,

notices and correspondence.

- Interprets environmental health requirements and provides practical advice to residents, businesses, practitioners and Council employees.

#### MANAGEMENT SKILLS

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- Plans and organises an independent workload to meet statutory requirements, program commitments and agreed service priorities.
- Prioritises available time and resources according to risk, urgency and likely impact on the community.
- Coordinates inspections, investigations and regulatory activities through to documented resolution and follow-up.
- Monitors deadlines and advises the supervisor when workload, risk or complexity may affect delivery.
- Contributes to business planning, benchmarking, statutory reporting and service improvement activities.
- Manages operational and personal safety risks and reports hazards, incidents or non-compliance promptly.

#### INTERPERSONAL SKILLS

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- Communicates technical and legislative information clearly to people with different levels of knowledge and experience.
- Builds constructive relationships with residents, businesses, health professionals, government agencies and Council employees.
- Gains cooperation through respectful consultation, education and clear regulatory communication.
- Manages difficult or sensitive interactions professionally while maintaining confidentiality and impartiality.
- Prepares clear, accurate and logically structured correspondence, reports and regulatory documents.
- Works cooperatively within the environmental health team while managing assigned work independently.

#### INFORMATION TECHNOLOGY SKILLS

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- Uses environmental health systems and registers supporting immunisation, onsite wastewater, complaints and registered premises.
- Maintains complete and retrievable documents in Council's records management system.
- Uses digital tools to record inspections, prepare correspondence and reports, and monitor actions and deadlines.
- Learns and adopts software required for effective environmental health service delivery.

#### CUSTOMER SERVICE SKILLS

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- Responds to enquiries, complaints and requests for advice in a timely, professional and impartial manner.
- Listens carefully and clarifies the customer's circumstances before providing information or taking regulatory action.
- Explains requirements, decisions and available actions in clear and accessible language.
- Keeps customers and stakeholders appropriately informed about progress and regulatory processes.
- Supports equitable access to Council services, including customers who require additional communication assistance.

#### EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

#### QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification as an Environmental Health Officer.
- Eligibility for membership of an environmental health professional body, such as Environmental Health Australia or the Environmental Health Professionals Association.
- Previous practical experience as an Environmental Health Officer in local government.
- Experience issuing and serving legal documents and presenting evidence in court proceedings.

#### LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Pre-employment Functional Assessment
- Right to work in Australia

#### 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.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

#### KEY SELECTION CRITERIA

1. Relevant environmental health qualification and demonstrated knowledge of legislation and local government practices relating to environmental and public health regulation.

2. Demonstrated experience across environmental health functions, including food safety, registered premises, public health nuisances, tobacco control, onsite wastewater, immunisation and vector control.
3. Demonstrated experience conducting inspections and investigations, assessing evidence, responding to non-compliance and preparing legal or regulatory documentation.
4. Highly developed written and verbal communication skills, including preparing professional correspondence and explaining technical or legislative requirements to diverse stakeholders.
5. Demonstrated organisational and time-management skills, supported by experience using or quickly learning environmental health, records management and business systems.

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Staff member signature

# People and performance framework

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

## Customer Service and Communication

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

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

|                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Organises and prioritises own work to meet work commitments. | <ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul> |
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| Future Focus                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Looks for improvements and is adaptable to change.                                    | <ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>                                                                                                                                                                                                   |
| People Development                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Welcomes opportunities for learning and self-development.                             | <ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>                                                                                                                                                       |
| Manage Health and Wellbeing                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Takes responsibility for self-care and managing work-life balance.                    | <ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>                                                                                                                                                                     |
| Safety and Risk Management                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Takes responsibility for personal actions and reports safety and compliance concerns. | <ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul> |

## 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 |
| Environmental health related duties | Desk and field based tasks required of the role | <ul style="list-style-type: none"> <li>Liaison with staff of all levels</li> <li>Liaison with the community and other stakeholders</li> <li>Phone use</li> <li>Computer use</li> <li>Data entry</li> <li>Use of multiple council softwares</li> <li>Maintenance of registers</li> <li>Document filing</li> <li>Driving company vehicles</li> <li>Mosquito trapping</li> <li>Septic tank inspection</li> <li>Swimming pool testing</li> <li>Assistance with set up of immunisation sessions</li> <li>Visual inspections</li> </ul> | 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 |