



POSITION TITLE	Graduate Maternal and Child Health Nurse
AWARD AND CLASSIFICATION	Australian Nursing Federation award varied by the Wodonga City Council Enterprise Agreement 2024 - 2027
DIRECTORATE	Community Development
BUSINESS UNIT	Early Years and Family Services
REPORTS TO	Team Leader Maternal and Child Health
SUPERVISES	Nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

### 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

Supports the development of a Graduate Maternal and Child Health Nurse through structured learning, mentoring and exposure to a broad range of MCH programs. Delivers primary health care services to families with children from birth to school age, promoting health, development and wellbeing. Builds foundational clinical, community engagement and service delivery skills while contributing to universal and targeted MCH programs, including Sleep & Settling, New Parent Groups and Enhanced MCH.

*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

All items as listed take into account that the graduate maternal and child health nurse is an experienced nursing professional who is new to the Maternal and Child Health role. All items are undertaken with support from experienced maternal and child health nurses within the service whilst acknowledging existing nursing experience and expertise.

This position is responsible for:

### **Nursing**

- Delivers maternal and child health services to children aged 0–6 years and their families to support optimal health, development and wellbeing in line with clinical standards and guidelines.
- Assesses child growth, development and family wellbeing to identify risks, provide early intervention and ensure appropriate referrals to internal and external support services.
- Engages with parents and caregivers to provide evidence-based advice on health, nutrition, safety and parenting, supporting informed decision-making and strengthening family capability.
- Conducts home visits, centre-based consultations and follow-up care to ensure accessible, responsive and continuous service delivery aligned with Universal and Enhanced MCH program requirements.

### **Administration**

- Maintains accurate clinical, administrative and statutory records to ensure compliance with regulatory requirements, support reporting obligations and inform service planning.
- Prepares documentation, reports and data entries to contribute to service monitoring, quality assurance and continuous improvement activities.

### **Community development and liaison**

- Facilitates and contributes to group programs and community initiatives to enhance parent education, social connection and early childhood development outcomes.
- Builds and maintains relationships with community services and stakeholders to support coordinated care, effective referrals, and integrated service delivery.

### **Other responsibilities**

- Participates in team activities, supervision and professional development to build capability, support reflective practice and contribute to a high-performing service.
- Contributes to a safe, compliant and quality-focused work environment by following policies, reporting risks and supporting continuous improvement initiatives.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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>
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

- Ability to use judgement to make decisions on the selection of the best method, technology, process or equipment from a range of available alternatives to meet the objectives of the work, and resolve problems of a moderately complex or technical nature that may not have been faced previously, requiring creativity and originality.
- Seek support from more experienced Maternal and Child Health nurses in instances where support is required to make appropriate decisions.

## SPECIALIST KNOWLEDGE AND SKILLS

- Applies foundational maternal and child health knowledge to assess development, wellbeing and family dynamics.
- Utilises clinical and information systems (e.g. CDIS) to maintain accurate records and support service

delivery.

- Engages effectively with families and communities to promote health outcomes and build trust-based relationships.
- Maintains confidentiality and manages sensitive information in line with professional and legislative requirements.
- Identifies and responds to complex or sensitive enquiries to ensure appropriate support and escalation where required.
- Navigates local service networks and referral pathways to connect families with appropriate supports.
- Demonstrates strong organisational capability to manage workload, competing priorities and service demands.

#### MANAGEMENT SKILLS

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- Plans and prioritises work activities to meet service delivery requirements within established timeframes.
- Manages competing demands and service schedules to ensure efficient and effective outcomes.
- Organises clinical, administrative and community activities to align with team and service objectives.

#### INTERPERSONAL SKILLS

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- Communicates clearly and effectively with families, colleagues and stakeholders to support understanding and engagement.
- Builds positive relationships to foster trust, cooperation and effective service delivery.
- Supports resolution of moderately complex issues through respectful and professional communication.

#### INFORMATION TECHNOLOGY SKILLS

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- Uses organisational systems and software to support service delivery, reporting and communication.
- Adopts new technologies and systems to improve efficiency and effectiveness in the role.

#### CUSTOMER SERVICE SKILLS

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- Delivers responsive and respectful customer service to support positive experiences for families and community members.
- Listens and communicates effectively to understand needs and provide clear, accessible information.
- Builds trust and rapport with diverse clients to support inclusive and equitable service delivery.
- Responds to concerns and resolves issues to maintain service quality and community confidence.

#### 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

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- Registration as a registered nurse (Division 1) and midwife with general registration under the Australian Health Practitioners Registration Authority (APHRA) with additional accredited postgraduate qualifications in maternal and child health nursing.

## LICENCES AND MANDATORY REQUIREMENTS

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- A current driver's licence and evidence of eligibility to work in Australia must be provided prior to commencement.
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

## EQUAL OPPORTUNITY EMPLOYER

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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

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

## COGNITIVE JOB DEMANDS

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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

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1. Registration as a registered nurse (Division 1) and midwife with general registration under the Australian Health Practitioners Registration Authority (APHRA) with additional accredited postgraduate qualifications in maternal and child health nursing.
2. Interest in and ability to work with and maintain relationships with families and children.
3. Beginning knowledge of maternal and child health nursing, child development and assessment, DFFH programs and support services in Victoria.
4. Ability to work with a MCH team, build relationships and provide information as a graduate maternal and child health nurse through advanced communication skills.

Staff member signature

# People and performance framework

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

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>

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>

**Future Focus**

<p>Looks for improvements and is adaptable to change.</p>	<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>
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**People Development**

<p>Welcomes opportunities for learning and self-development.</p>	<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>
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**Manage Health and Wellbeing**

<p>Takes responsibility for self-care and managing work-life balance.</p>	<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>
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**Safety and Risk Management**

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<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>
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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
MCH Nursing tasks	Conduct nursing assessments of young children aged 0 to 6 years in various settings.	<ul style="list-style-type: none"> <li>Liaison with families</li> <li>Set up and pack up of physical environment</li> <li>Lifting and carrying young children</li> <li>Handwriting notes</li> <li>Handling instruments</li> <li>Chair or floor sitting</li> <li>Conducting home visits</li> <li>Driving company vehicles</li> <li>Associated written and electronic administrative tasks including maintaining accurate records</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 10kgs			X	
			Carrying			X	
			Pushing				
			Pulling				
			Climbing		X		
			Bending			X	
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor			X	
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
Supervision of others			X				
Interaction with others				X			
Exposure to confrontation		X					
Respond to change		X					
Prioritisation		X					

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Conducting groups relevant to MCH Nurse position	Initiate group discussions, playgroups, support groups, lectures and demonstrations in response to parent and community needs, and service objectives.	<ul style="list-style-type: none"> <li>Liaison with families</li> <li>Interaction with young children</li> <li>Liaison with internal and external stakeholders</li> <li>Setting up of groups and educational sessions</li> <li>Preparing resources</li> <li>Maintenance order and cleanliness of environment</li> <li>Supervision of others</li> <li>Driving company work vehicles</li> <li>Associated written and electronic administrative tasks including maintaining accurate records</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 10kgs		X		
			Carrying			X	
			Pushing				
			Pulling				
			Climbing		X		
			Bending			X	
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor			X	
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
			Supervision of others			X	
Interaction with others				X			
Exposure to confrontation		X					
Respond to change		X					
Prioritisation		X					