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| POSITION TITLE | Graduate Maternal and Child Health Nurse |
| AWARD AND CLASSIFICATION | Australian Nursing Federation award varied by the Wodonga City Council Enterprise Agreement 2021-2023 |
| 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

As a graduate MCH nurse there will be a strong focus on skills development, service understanding and support from the team in a mentoring capacity to develop solid foundational MCH skills. The position will expose the graduate to a range of MCH centres and programs within the services to provide a broad range of experience, including the Universal MCH program, Sleep & Settling Program, New Parents Group and Enhanced MCH program. This position will support the newly graduated MCH nurse to engage with all families in Wodonga with children from birth to school age, to take into account their strengths and vulnerabilities, and to provide timely contact and ongoing primary health care in order to improve their health, development and well-being.

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 experience maternal and child health nurses within the service whilst acknowledging existing nursing experience and expertise.

This position is responsible for:

Nursing

- Use advanced nursing skills in the delivery of maternal and child health services with support from experience maternal and child health nurses within the service.
- Assess, monitor and promote health, growth & development and behaviour of young children aged 0 to 6 years, according to established standards of practice and documented processes and procedures.
- Conduct regular consulting sessions offering guidance and advice to parents in relation to child development, health, hygiene, nutrition, parenting, safety growth and immunisation, using a style that enables care givers to accept, modify or reject the information in accordance with standards of practice. These may be attended at a MCH centre, in the home or other settings that are suitable to both nurse and family.
- Offer immunisation information and guidelines to clients, and promote the council's immunisation service. Attend immunisation programs where required.
- Make initial contact with parents of new babies and follow up with home visits in accordance with standards of practice.
- Assess parental adaption to parenthood, including coping abilities and strengths, by maintaining regular contact with parents.
- Provide information to assist individuals and families to access community resources and supports, as requested, or when required.
- Initiate group discussions, playgroups, support groups, lectures and demonstrations in response to parent and community needs, and service objectives.
- Work efficiently and effectively in fulfilling objectives contained in community, unit, and service plans.
- Assess the need for support services and groups for individuals/families, and participate in designing, initiating, and supporting new and existing services or programs where resources permit.
- Provide support and information to families in times of crisis, and refer cases to appropriate support services as requested.
- Promote a positive council image in approach to proposals, policies, and regulations which advance the protection and health care development of children and their families.

Administration

- Keep accurate records, birth notification and enrolments, CDIS diary and statistical reports for analysis using CDIS software.
- Prepare reports for council and other agencies in consultation with team leader maternal and child health when requested.
- Ensure the security of the centre and report any security breaches to the team leader maternal and child health or manager family, youth and early years.
- Maintain centre hygiene and recommend maintenance and equipment needs as identified.

Community development and liaison

- Develop and maintain a positive public relations and promotional program for the MCH service and its activities. Communicate appropriate information to the general public and community services/organisations regarding the service.
- Assist in the development, preparation, or update of the MCH brochure as required.

- Participate in community education or health promotion programs, such as mothers groups, parenting programs, support groups. Respond to requests from community groups regarding specific health issues.
- Facilitate the development of community support networks.
- Participate in neighbourhood service planning and co-ordinating groups as appropriate.
- Liaise and coordinate with other services in the local neighbourhood.
- Participate in or conduct nursing or other research as requested.

Other responsibilities

- Participate as an active member of the maternal and child health team.
- Attend meetings and participate in work plan reviews as a means of performance monitoring aligned to organisational goals and objectives.
- Establish goals and performance indicators in consultation with team leader maternal and child health. Review progress on a regular basis in accordance with council quality principles.
- Participate in regular clinical supervision either individually or within the MCH team, to promote reflective practice and explore areas for further development.
- Participate in council's quality journey, ensuring optimal service delivery in accordance with quality principles.
- Work in consultation with risk officer and appropriate staff to report and analyse incidents, damage and hazards occurring at the site.
- Work with the risk officer to develop and manage a contingency plan for the site.
- Encourage the public to respect council property.
- Ensure appropriate processes are in place to secure the building and assets.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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

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| Trust | Talk straight – Say what you mean and mean what you say |
| | Create transparency – Do not withhold information unnecessarily or inappropriately |
| | Right wrongs |
| | Practice accountability – Take responsibility for results without excuses |
| | Extend trust – Show a willingness to trust others, even when it involves a measure of risk |
| Respect | Treat other people with courtesy, politeness and kindness, no matter what their position or opinion |
| | Listen first – Seek to understand others before trying to diagnose, influence or prescribe |
| Integrity | Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values |
| | Keep confidences |
| | Do what you say you will do to the best of your ability |

Be open about mistakes

Speak of those that are absent only in a positive way

Learning Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

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

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.
- Demonstrated ability to work with families and the community to enhance their health and well-being.
- The ability to determine the sensitivity of enquiries and to maintain confidentiality of such sensitive enquiries.
- The ability to work without supervision.
- Excellent organisational skills.
- Sound knowledge of local community services or capacity to seek out such information when unsure.
- The ability to recognise potentially serious customer service problems and deal with these in an appropriate manner.
- The ability to determine the appropriate officer or community agency to handle enquiries and referrals, seeking support when unsure.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve objectives and goals, taking into account organisation and external constraints and opportunities, in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

INTERPERSONAL SKILLS

- Advanced verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of moderately complex problems.
- Advanced written communication skills to communicate with clients, members of the public, and other employees and enable the preparation of routine correspondence and reports in field of expertise.
- Ability to gain co-operation and assistance from clients, the public and other employees in the administration of well-defined activities.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

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

- 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

- Current Drivers Licence
- 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

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. 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

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

| Customer Service and Communication | |
|---|---|
| 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 |

| Build and Enhance Relationships | |
|---|--|
| 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 |

| Plan, Organise, Deliver | |
|--|--|
| 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 |

| Future Focus | |
|--|---|
| Looks for improvements and is adaptable to change. | <ul style="list-style-type: none"> • 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 | |
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| Welcomes opportunities for learning and self-development. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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 | |
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| Takes responsibility for personal actions and reports safety and compliance concerns. | <ul style="list-style-type: none"> • 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 |
| MCH Nursing tasks | Conduct nursing assessments of young children aged 0 to 6 years in various settings. | <ul style="list-style-type: none"> Liaison with families Set up and pack up of physical environment Lifting and carrying young children Handwriting notes Handling instruments Chair or floor sitting Conducting home visits Driving company vehicles Associated written and electronic administrative tasks including maintaining accurate records | 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"> Liaison with families Interaction with young children Liaison with internal and external stakeholders Setting up of groups and educational sessions Preparing resources Maintenance order and cleanliness of environment Supervision of others Driving company work vehicles Associated written and electronic administrative tasks including maintaining accurate records | 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 | | |