



POSITION TITLE	Immunisation Support Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Corporate & Community
BUSINESS UNIT	Child and Family Services
REPORTS TO	Team Leader Immunisation
SUPERVISES	Volunteers and Data Entry staff
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

The Immunisation Support Officer duties are to assist in the delivery of the Immunisation Team's programs. They will provide efficient and accurate administration services, respond to customer enquiries and provide support to the unit by assisting in the delivery of Immunisation Services as instructed by the Immunisation Team Leader.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is responsible for:

- Working collaboratively with the team (including supervisor) and provide advice regarding administration support along with identifying areas of improvement.
- Providing efficient and accurate administrative support to the Immunisation Unit;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Assisting in the delivery of effective programs and activities;
- Establish and maintain efficient and up-to-date administrative systems, with high attention to detail. This includes being a champion user of the Pathway modules, Kapish, the Microsoft suite, CIRV(Central Immunisation Records Victoria), CaRMI(NSW Health School Vaccination Program) and AIR(Australian Immunisation Register);
- Producing, administering and completing confidential Immunisation records;
- Providing a consistently high level of customer service and providing information to both internal and external customers;
- Prioritising their own work to ensure the efficient workflow of the Immunisation Unit;
- Using initiative when dealing with enquiries from both internal and external customers;
- Using discretion in the application of their duties having regard to the policies and procedures of the Immunisation Unit;
- Providing specialist guidance, advice and correct information to the public on Immunisation Unit practices;
- Coordinate and complete Council's responsibilities relating to state and Federal Government databases to ensure updates occur and data is entered in a timely manner.
- Assisting with the Immunisation administration and participate in Immunisation sessions when required;
- Attending special interest groups meetings as directed;
- Attending any identified internal and external training;
- Identifying, developing and maintaining databases and generating internal and external reports;
- Willing to participate in team activities including team building activities, team meetings, brain storming discussion and annual planning;
- This position will require the incumbent to work without supervision at times and to work out of normal work hours from time to time.

Administration

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

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	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

- Problem-solving will be required with guidance and advice from the Team Leader Immunisations in respect to difficult situations;
- The incumbent will be required to regularly assess requests for work and determine the most appropriate and timely method for completion of that work;
- Ability to use judgement to make decisions on the selection of the appropriate tool, technique or method from a range of options, and resolve minor problems that relate to the task being performed;
- Show initiative to resolve minor or complex problems and discuss with the Team Leader Immunisation.

SPECIALIST KNOWLEDGE AND SKILLS

- Experience in establishing administration processes and systems;
- Highly developed communication skills – written and oral;
- Highly developed customer service skills;
- Highly developed organisational and time management skills;
- Experience in preparing correspondence, reports and other documents;
- Highly developed data entry skills, accuracy and efficiency;
- Intermediate skills in Microsoft suite;
- Commitment to provide excellent customer service;
- The ability to develop and maintain databases for information collection and reporting;
- The ability to interpret and apply legislation and Immunisation program schedules and guidelines;
- A working knowledge of relevant legislation and local government practices;
- Intermediate user of pathway database systems and proficient user of CIRVAIR/CaRMI or demonstrated ability to quickly learn data systems;
- Experienced in the use of IT systems, databases and processes to promote the Immunisation unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system (Kapish).

MANAGEMENT SKILLS

- Able to manage own time and plan and organise one's work to achieve objectives in the most efficient way possible within the resources available.
- Ability to work independently when required and completing tasks within set time frames;

INTERPERSONAL SKILLS

- Ability to update standard letters, compose professional emails and produce reports for internal and external customers, non-standard letters and reports when required;
- Ability to work collaboratively within a busy team environment and work independently;
- Good time management skills and organisational ability;
- Highly developed verbal communication skills and the ability to communicate with clients, members of the public, and other employees, so as to enable the resolution of minor problems;
- Highly developed written communication skills and the ability to communicate with clients, members of the public, contractors and other employees and the ability to prepare standard reports in field of expertise;
- Willingness to learn other duties and assist when needed.

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.

- Highly developed data entry skills, accuracy and efficiency;
- Intermediate skills in Microsoft suite;
- The ability to develop and maintain databases for information collection and reporting;
- Intermediate user of pathway database systems and proficient user of CIRV/AIR/CaRMI or demonstrated

ability to quickly learn data systems;

- Experienced in the use of IT systems, databases and processes to promote business unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system (Kapish).

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.
- Deliver timely, efficient and accurate customer service to both internal and external customers.

EMERGENCY MANAGEMENT DUTIES

As part of the responsibilities associated with this position, the Immunisation Support Officer is expected, within reason, to assist Wodonga City Council deal with an emergency situation, should one arise, that affect the operation of and/or the wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Administration qualification with work skills and relevant experience;
- Current drivers licence;
- Current CPR certificate;
- Current 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 Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current Victorian and NSW Working with Children's Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Current CPR Certificate

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. A relevant administration qualification or demonstrated previous experience.
2. Highly developed communication skills (both written and verbal).
3. Willingness to become a champion user of the Pathway modules, the CIRV/AIR/CaRMI programs (and Kapish or the ability to quickly learn data systems).
4. Ability to work collaboratively in a team environment and to work independently.
5. Working knowledge of relevant legislation and guidelines or the ability to read and understand legislation.

Staff member signature

People and performance framework

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

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

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

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.	<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	
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	
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

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.

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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Immunisation Support Officer	Assist in the delivery of the Environmental Health Unit programs with a focus on two areas, Immunisation and Environmental Health	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand for up to 2 hours Capacity to stand and walk intermittently throughout the day and complete site inspections Capacity to reach between ground and shoulder height occasionally Capacity to push/pull weight infrequently Capacity to lift up to 10kg to waist height and carry over short distances Capacity to kneel and squat to ground level occasionally Capacity to walk on uneven ground Capacity to negotiate steps and stairs Hand grip and dexterity Phone and computer use Ability to work with initiative and in a team environment Excellent communication and time management skills Ability to liaise with staff of all levels both internally and externally including members of the community showing agitation and distress Capacity to sit for up to 2 hours Capacity to stand for up to 2 hours Capacity to stand and walk intermittently throughout the day and complete site inspections 	Sitting			X	
			Standing		X		
			Walking				
			Lifting up to 10kgs		X		
			Carrying up to 10kgs		X		
			Push/Pull	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
			Complex problem solving				X
			Interaction with others				X
			Exposure to confrontation				X
			Respond to change				X
			Prioritisation				X

		<ul style="list-style-type: none"> • Capacity to reach between ground and shoulder height occasionally • Capacity to push/pull weight infrequently • Capacity to lift up to 10kg to waist height and carry over short distances • Capacity to kneel and squat to ground level occasionally • Capacity to walk on uneven ground • Capacity to negotiate steps and stairs • Hand grip and dexterity • Phone and computer use • Ability to work with initiative and in a team environment • Excellent communication and time management skills • Ability to liaise with staff of all levels both internally and externally including members of the community showing agitation and distress 	Sitting			X	
			Standing			X	
			Walking				
			Lifting up to 10kgs			X	