



POSITION TITLE	Arbovirus Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 4
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Community Development
REPORTS TO	Team Leader Environmental Health
SUPERVISES	Nil
EMPLOYMENT STATUS	Casual – limited tenure

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

Wodonga Council has been a part of the statewide arbovirus tasks force for over 35 years. This position is responsible for implementing councils Arbovirus Management Plan and responding to disease and outbreak investigation, as directed by the Victorian Department of Health. The role will monitor, assess and treat arbovirus risks within Wodonga. This includes, but is not limited to, servicing and control of equipment, ordering and applying chemicals, undertaking on-site mosquito monitoring and treatment, responding to customer requests, attending meetings and training, data entry and reporting.

The role frequently works independently, is predominantly based in outdoor environments, and most work occurs outside of 9-5 business hours.

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

This position reports to the Team Leader, Environmental Health, and duties include:

- Weekly adult mosquito trapping and specimen collection, between November and April;
- Recording of mosquito activity;
- Liaise and report data to the Team Leader Environmental Health;
- Monitoring, recording, investigating and implementing appropriate control measures in response to risk, disease notification or outbreaks or emergency events within the region;
- Identifying possible sources and associated vector control risks;
- Working collaboratively and liaising with appropriate internal and external stakeholders;
- Providing education to stakeholders including members of the community when needed;
- Coordinating contractors and treatment schedules;
- Attending meetings and training;
- Coordinating maintenance of equipment.
- Activities of this role are undertaken in the City of Wodonga.
Assistance may be required in other council areas as identified or requested in line with the Victorian Arbovirus program and/or emergency conditions.

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

- Ability to use judgement to make decisions on the selection of the appropriate tools, techniques or methods from a range of options, and use originality when resolving problems.

SPECIALIST KNOWLEDGE AND SKILLS

- Experience in the use of IT systems and programs or demonstrate ability to learn systems quickly.
- Understanding of the importance of good record keeping and the ability to effectively use a document management system.
- Willingness to work outdoors, in diverse environmental settings.
- Able to follow OH&S principles.
- Understanding of chemical handling, storage and transport.
- Able to communicate and liaise with internal and external stakeholders.
- Able to effectively communicate with members of the public and provide education.
- Able to identify high risk areas and implement control measures.
- Investigation skills.
- Capacity to tow a trailer and drive specialised equipment, or desire to learn.

MANAGEMENT SKILLS

- Time management.
- Ability to plan and organise work to achieve set objectives, with available resources, weather conditions and service plan timeframes.

INTERPERSONAL SKILLS

- Verbal communication skills.
- Written communication skills.
- Ability to gain cooperation and assistance from the public and stakeholders.

INFORMATION TECHNOLOGY SKILLS

- Computer literate.
- Ability to quickly learn and adopt software programs.

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

The Arbovirus Officer will assist:

- The environmental health team respond to emergency events as required; and
- Any arbovirus disease outbreak management as directed by the Department of Health.

QUALIFICATIONS AND EXPERIENCE

- Chemical handling certificate or experience is desirable but not essential.
- Relevant industry experience is desirable but not essential.
- A basic understanding of entomology is desirable but not essential.

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.

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. Ability to work independently and as an effective member of a team.
2. Demonstrate a willingness to learn and a passion for protecting human health.
3. Knowledge of and experience in applying relevant OHS policies, procedures and legislation, in a workplace setting and knowledge of safe chemical use, or the ability to acquire a working knowledge.
4. Demonstrated experience in data bases and entry of data or willingness to learn new systems.

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

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
1. Sitting	1.At desk and in car	All sites are risk accesses at beginning of season and actions implemented to reduce slip/trip/fall risks.	Sitting		x		
2. Standing	2.to hang traps and dip		Standing			x	
3. Walking	3. walking to sites		Walking			x	
4. Lifting <10 kg	4. buckets of dry ice		Lifting < 10kgs		x		
5. Carrying	5. buckets of dry ice and equipment		Lifting > 10 kgs		x		
6. Carrying on back > 10 kg	6.fogger 10 kg and 4 kg chemical mixture (occasionally)		Carrying		x		
7. Pushing	7.pushing		Carrying on back >10 kg (approx. 15KG)	x			
8. Pulling	8.Pulling		Pushing	x			
9. Climbing	9. climbing over fences		Pulling	x			
10. Bending	10.Bending to dip and pick up traps		Climbing	x			
11. Twisting	11. Twisting		Bending		x		
12. Squatting	12. Squatting		Twisting	x			
13. Kneeling	13. Kneeling		Squatting	x			
14. Reaching	14. reaching up to put get traps up and down		Kneeling	x			
15. Fine Motor	15. fine motor – fix motors, out batteries in		Reaching		x		
16. Neck Posture	16. neck posture		Fine motor	x			
17. Accepting instructions	17. accepting instruction/following directions from TL and DH		Neck postures	x			
18. Sustained	18 Sustained concentration – when accessing situations		Accepting instructions		x		
	19. Problem solving – on feet		Sustained concentration		x		
	20. Interaction with others		Simple decision making		x		
	21. exposure to confrontation – chemical use and public perception – is rare		Problem solving		x		
	22. Response to change		Interaction with others		x		
	23. Prioritising		Exposure to confrontation	x			
		Respond to change		x			

concentration							
19. Problem solving							
20. Interaction with others							
21. Exposure to confrontation			Prioritisation		x		
22. Response to change							
23. Prioritising							

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.