

MCH & Immunisation Business Support Officer

Position Description



opportunity » growth » lifestyle

POSITION NO:	840221
DIRECTORATE:	Communities
DEPARTMENT:	Family Health Support Services
SECTION:	Maternal & Child Health and Immunisation
STATUS:	Permanent
CLASSIFICATION:	Band 4
LOCATION:	43 Davey Street, Frankston
APPROVED BY:	Director Communities
DATE:	September 2024

POSITION OBJECTIVE(S)/GOAL(S):

- To provide timely and high-quality administrative support to the Maternal & Child Health (MCH) and Immunisation leadership team and staff.
- To operate as an effective customer-focused member of the Maternal & Child Health and Immunisation (MCHI) Team, within the broader Family Health Support Services department.
- To undertake specific Maternal & Child Health and Immunisation administration tasks relevant to the role.

KEY OUTCOMES AND RESPONSIBILITIES:

Customer Service

- Respond to all enquiries (from both internal and external customers) in a timely, confidential and professional manner, providing accurate and up to date information on Frankston City Council's Maternal & Child Health and Immunisation Service.
- Redirect, seek advice or escalate complex enquiries as appropriate.
- Participate in Maternal & Child Health and Immunisation team meetings, and any other team or departmental meetings as required.

Service Delivery Support

- Accurately monitor and process Birth Notifications within set timeframes.
- Communicate with other councils and hospitals regarding birth notifications where required.
- Accurately create and edit electronic Client Health Records accurately within scope of practice.
- Schedule and confirm Home Visit and subsequent appointments at the MCH Centre.
- Make, cancel or reschedule client appointments and group/session bookings as requested by clients via the MCH Central Booking phone line/Immunisation online booking system, or as directed by Team Leaders/Coordinator.
- Ensure optimum communication for Cultural and Linguistically Diverse (CALD) clients including engagement of interpreter services.
- Order and distribute MCH and Immunisation resources.

- Support Child Development Information System (CDIS) Calendar management in consultation with MCH Team Leaders/Coordinator to ensure adequate appointment coverage, administration, travel time, meetings and professional development.
- Support Central Immunisation System Victoria (CIRV) data entry.
- Support administrative tasks associated with secondary school immunisation program, including parental/carer consent process and administrative support at sessions.
- Provide administrative support at community immunisation sessions where required.
- Provide administrative support in the Vaccine for Purchase Program following appropriate policies, protocols and procedures, including Cash Handling Protocol (A4394524) and Vaccine for Purchase Program Immunisation Procedure (A4949873).
- Utilise various internal content management systems required for the role, including REM and OneNote.
- Advise Team Leaders/Coordinator of staff leave or service issues ASAP.
- In consultation with the Team Leader/Coordinator contact staff to organise backfill.

General Administrative Support

- In consultation with Team Leaders/Coordinator, review MCHI administration procedures and processes.
- Assist in identifying service improvement opportunities and operational issues as they arise.
- Provide administrative support on projects, service trials and pilot programs where relevant.
- Provide administrative support to the MCHI team, including (but not limited to) preparation of reports, presentation material, meeting bookings and minutes, professional development training, catering and venue bookings.
- Provide administration support for centre/service audits.
- Follow up and communicate any facility issues to relevant team members.
- Assist in procurement activities, including placing orders for MCHI resources.
- Undertake a range of other general administrative duties that are within the limits of the employee's skill, competence and training as required.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Complete all mandatory corporate/organisational training.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: **YES**

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES**

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: **YES** **NO**

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	Team Leader Immunisation
Supervises:	Nil
Internal contacts:	All Council staff
External contacts:	Clients, secondary schools, other councils, local hospitals, local agencies, Victorian Department of Health and Department of Families, Fairness and Housing and Department of Education and Training.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Ensuring data accuracy and integrity of information in CDIS and CIRV, and providing User support.
- The quality and accuracy of information provided to clients, internal staff and external agencies.
- Meeting agreed priorities and performance standards, including adhering to schedules and deadlines.

The incumbent is accountable for:

- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- The support and communication of client bookings.
- Ensuring queries and issues are promptly and accurately addressed, resolved or reported to appropriate Team Leader/Coordinator.
- Guidance and advice are always available within the time frame available to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Demonstrated commitment to, and experience in, delivering high quality customer service.
- Proven administration, planning and organisational skills, and have a flexible and innovative approach.
- High level computer literacy skills including understanding client booking systems and MS Office applications.
- Understanding of Maternal & Child Health and Immunisation services.

The following knowledge and skills are *desirable* to be demonstrated and utilised:

- Possess an understanding of Early Years Services.

- Understanding/experience with Child Development Information System (CDIS) and Central Immunisation System Victoria (CIRV).

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Demonstrated ability to plan and organise work to achieve specific objectives.
- Ability to maintain a high level of professionalism, integrity and confidentiality at all times.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Ability to communicate with and relate effectively with a diverse range of people of all ages and abilities, family groups, culture and backgrounds.
- Well-developed verbal and written communicational skills with the ability to prepare routine correspondence.
- Self-motivation and an ability to work co-operatively as a team member.
- An ability to deliver an excellent standard of customer service to internal and external customers.
- Demonstrated flexibility and responsiveness to a range of situations.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Experience in business and or office administration/management, including the use of MS Office software applications
- Experience working with client booking systems and/or operating within a complex rostering environment
- Demonstrated experience in providing quality customer service

The incumbent must have and maintain current at all times throughout employment:

- Police Check
- Working with Children Check
- Victorian Driver Licence

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment.

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. Experience in business and or office administration/management, including the use of MS Office software applications
2. Demonstrated experience in providing quality customer service

3. Self-motivation and an ability to work co-operatively as a team member

The incumbent must have and maintain current at all times throughout employment:

- Police Check
- Working with Children Check
- Victorian Driver Licence

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing (stairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: