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| **Yarra Logo** | **POSITION DESCRIPTION** |

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| **POSITION TITLE:** | Immunisation Support Officer |
| **POSITION NO:** | 100319 | **CLASSIFICATION:** | Band 4 |
| **DIVISION:** | Corporate Business and Finance |
| **BRANCH:** | Compliance and Parking |
| **REPORTS TO:** | Coordinator Compliance and Parking Administration |
| **POLICE CHECK REQUIRED:** | Yes | **WORKING WITH CHILDREN CHECK REQUIRED:** | Yes | **PRE-EMPLOYMENT MEDICAL REQUIRED:** | No |

*Yarra City Council supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

**POSITION OBJECTIVE**

* To provide quality front-line customer service to residents and customers at Council’s immunisation sessions
* To provide administrative support and data entry for every immunisation session ran by Yarra City Council
* Assist with setting up equipment, stock management and information management as a member of the immunisation service team.
* Assist with adding, updating and maintaining data in the State Government immunisation system (IMPS)
* Contribute to the effective and efficient operation of Council’s Immunisation Program
* To regularly update and maintain all procedure documents relating to this position

**ORGANISATIONAL CONTEXT**

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City’s physical and social environment and building the population and business base. The Organisation has an emphasis on customer service and continuous improvement.

The Health Protection Unit provides Council’s immunisation service as well as other health protection services including food safety, infectious disease control, tobacco control and health nuisance control.

The Health Protection Unit sits within the Compliance and Parking Services Branch of the Corporate and finance division. As well as Health Protection services the branch is also responsible for planning enforcement, animal management and local laws enforcement.

**ORGANISATIONAL RELATIONSHIPS**

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| **Position reports to:** | Immunisation Nurse – In Charge |
| **Position Supervises:** | Nil |
| **Internal Relationships:** | The incumbent liaises with staff at all levels within the Organisation, but mostly with managers; coordinators, team leaders, members of the Compliance & Parking services branch and members in Family and Children’s Services. |
| **External Relationships:** | The incumbent will be required to maintain a responsive and professional relationship with a range of customers, including parents, infants, school children, teachers and principals, Department of Health and local general practitioners. |

**KEY RESPONSIBILITIES**

**(1)** **Immunisation Sessions**

* Administer the data entry of vaccines to infants/children and adults attending Council Immunisation sessions or to whom vaccination is required as part of the City of Yarra immunisation service.
* Assist in setting up and cleaning up at the immunisation venue.

**(2)** **General**

Assist in the conduct of all immunisation sessions and programs including infant, adult, school, staff and private business programs.

* To advise the Immunisation Nurse – In Charge of matters requiring attention with regard to the conduct of the programs.

Undertake other duties as required within the skills, competence and training of the position.

* Proactively seek out and suggest new ideas for improved service delivery.
* Provide an accurate and accountable cash receipt, electronic and other types of payment service.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

**Accountability**

* Ensure professional functions are carried out competently and efficiently and in line with Department of Health procedures and functions.
* Be responsible for the actions and decisions made at immunisation sessions.

**Extent of Authority**

* The authority to act is governed by clear objectives, budgetary constraints, statutory requirements Council policies, and regular prior consultation with the Coordinator..
* The authority to act in the provision of advice to the public is subject to clear guidelines and prior consultation with the Coordinator and Immunisation Nurse In Charge as applicable to the specific project.
* The position is required to report regularly with the Coordinator Compliance and Parking Administration and Immunisation Nurse In Charge to achieve the stated objectives / accountability of the position and to ensure consistency with the relative Branch objectives.

**Safety and Risk**

* Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
* Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

**Sustainability**

* Embrace the following Sustaining Yarra principles through day to day work:
	+ Protecting the Future
	+ Protecting the Environment
	+ Economic Viability
	+ Continuous Improvement
	+ Social Equity
	+ Cultural Vitality
	+ Community Development
	+ Integrated Approach

**Yarra Values**

* Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
	+ Respect
	+ Teamwork
	+ Innovation
	+ Sustainability
	+ Accountability
	+ Integrity

**JUDGEMENT AND DECISION MAKING**

* Required to assist with counter enquires and either provide specialist advice, counsel or information or refer the inquiry to other officer(s) or branches within Council. Guidance and advice is usually available, when required and decisions are subject to review.
* Judgement is required in the application of business support procedures and in the need for confidentiality when dealing with issues.
* Possess the ability to solve problems of a challenging nature with solutions not related to previously encountered situations.

**Specialist Knowledge and Skills**

* Excellent customer service, public relations and liaison skills;
* Understanding, patience and empathy with both internal and external customers;
* Excellent computer skills, including use of Microsoft Office suite, calendar IMPs and other applications;
* Required knowledge of relevant policies, procedures and processes relating to regulatory services and the long term goals of the unit within the organizational structure.

**Management Skills**

* Ability to plan, prioritise and organise work within a set timetable and in an environment of conflicting demands to meet set deadlines.
* Excellent office management skills including the ability to initiate and recommend improvements to office systems.
* Ability to solve problems through discussion and teamwork.
* Understanding of and ability to implement personnel practices including equal opportunity and health and safety, training and development.
* Ability to retain the confidentiality of Council matters.

**Interpersonal Skills**

* Excellent oral and written communication skills;
* An ability to work in and contribute to a team environment;
* An ability to gain co-operation and encourage enthusiasm from a range of interested parties;
* An ability to communicate with people of diverse cultural backgrounds;
* An ability to manage sensitive issues, information and customers;
* Willingness to learn and improve;
* Ability and willingness to take on other duties, as required, that are within the officers capabilities. And
* Experience in working with minimal supervision and ability to show initiative.

**QUALIFICAITONS AND EXPERIENCE**

* Proven experience in a business support/administration environment;
* Proven experience in delivering effective and responsive customer service;
* High level proficiency in MS Office and Outlook;
* Effective writing and editing skills; and
* Tertiary qualification desirable.

**KEY SELECTION CRITERIA**

* Ability to communicate with a broad range of people from varying and culturally diverse backgrounds
* Ability to work as part of a team
* Proven written and verbal communication skills.
* Excelled data entry skills with very high attention to detail
* Previous experience with local government immunisation programs an advantage.