

MCH Enhanced Home Visiting Nurse

Position Number: 500231

Directorate: Advocacy and Community Services

Department: Community Strengthening

Reports to: Maternal & Child Health Coordinator

Classification: MCH Nurse – pay rate dependant on experience

Employment Status: Permanent Part Time

Location: **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: May 2018

Employee signature: _____ **Date:** / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



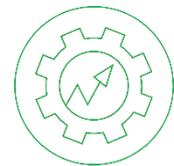
Respect



Customer Service
Excellence



Accountability

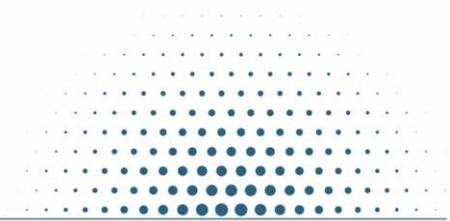


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

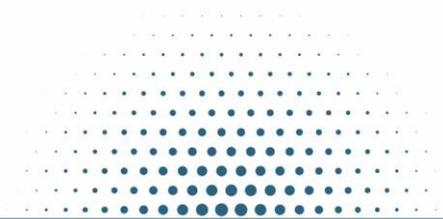
The Maternal and Child Health (MCH) Enhanced Home Visiting Service (EHVS) Nurse will ensure the extension of the Maternal and Child Health Service into families' homes and thereby:

- > Improve the health and wellbeing of children by providing support for families of the Maternal and Child Health Service who are experiencing significant early parenting difficulties;
- > Improve skills and confidence in parenting through additional support for parents with health and family concerns;
- > Address emerging difficulties through early identification, early intervention, and linkage with other support systems including Maternal and Child Health Services, family support, parenting and early intervention services;
- > Coordinate EHVS data collection, analysis and service development;
- > Provide EHVS case supervision and support to all Maternal and Child Health Nurses.

Key Responsibility Areas

Program Responsibilities

- > To provide and coordinate Maternal and Child Health Enhanced Home Visiting Service in the homes of the specified client group, in accordance with the position objectives;
- > Accept and screen referrals for the MCH EHVS program in conjunction with the referral source;
- > Refer inappropriate referrals to alternative sources of assistance. Liaise with agencies if referral acceptance will be delayed;
- > To work with a family in identifying needs, specifying one or two key goals, and to develop a plan/strategies to meet these specified goals;
- > To provide appropriate information and advice on women's health issues, including postnatal depression, domestic violence etc;
- > To provide information about normal child development;
- > To promote parenting skills and confidence in parenting through support, education, discussion and modelling of behaviour;
- > Case coordinate with primary Maternal and Child Health Nurse to ensure that all key ages and stages health visits are complete;
- > To plan and provide for a supported transition from the EHVS back into the universal MCH service as soon as possible;
- > Disseminate information about other additional support services. Facilitate linkage with family support, parenting and early intervention services;
- > Liaise with referring agencies and local MCH nurses about the EHVS intervention/support when a family is discharged from the program;
- > To develop and maintain professional expertise by participating in relevant in-service and research projects;
- > To maintain a specialist knowledge base about child development and behaviour, women's health, and parenting issues;
- > To identify needs of families with young children in Mitchell Shire and assist in planning services within program and budgetary objectives;
- > To maintain current knowledge and appropriately network with other family services within the Mitchell Shire;



- > To participate in meetings with the Maternal and Child Health team and management to facilitate communication and the development of service innovations;

Community Responsibilities

- > To develop avenues for client input into planning and evaluation of the MCH EHVS program;
- > To foster community awareness of Maternal and Child Health Services provided by the Mitchell Shire Council.

Administrative Responsibilities

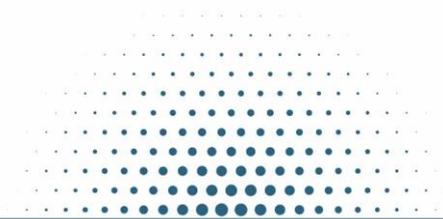
- > To maintain confidentiality of clients and client records as per all relevant Mitchell Shire Council policies;
- > To collect and analyse data as prescribed by the Department of Human Services and other statistics that may be deemed relevant from time to time.
- > To keep accurate records of daily activities including:
 - > Number of families receiving EHVS;
 - > Home visits completed;
 - > Key age and stage visits completed;
- > To ensure the safety, security and maintenance of the Maternal and Child Health Centre's, as appropriate;

Policy Development and Implementation Responsibilities

- > Identify objectives for the Enhanced Maternal and Child Health Service;
- > Develop and implement policies and services within the Enhanced Maternal and Child Health Service consistent with Council's Corporate Plan;
- > Formulate and review Mitchell Shire Council policies where appropriate.

Other Duties

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



About You

Key Selection Criteria

Qualifications and Experience

Essential

- > Current Registration with the APRA as a Registered Nurse Division One, Midwifery and additional qualification of Maternal and Child Health Nurse.
- > Current Victorian Driver's License;
- > Extensive knowledge and experience in current family support practice is essential;
- > Experience in Maternal and Child Health
- > Ability to work with a complex and highly vulnerable client group is essential;
- > Ability to network extensively with other service providers is required;
- > Experience in managing child behaviour difficulties and providing appropriate parenting advice is essential;
- > Professional case supervision and support to family service professionals such as Maternal and Child Health Nurses;
- > Willingness to undertake National Police Check

Desirable

- > Current Victorian Police Check
- > Current certification as an International Board-Certified Lactation

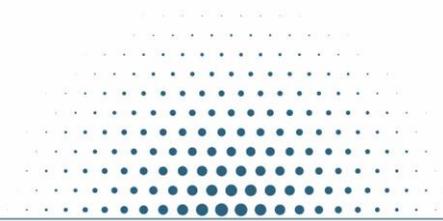
Position Requirements

Accountability and Extent of Authority

- > The MCH EHV Service Nurse is accountable to the Manager, Family and Community Services who is responsible for the management and development of the Maternal and Child Health Service within State Government guidelines, service agreements and policies;
- > To ensure that the Enhanced Maternal and Child Health Service produces and maintains a culture of service excellence with a client needs focus;
- > To exercise a reasonable standard of care in the performance of Enhanced MCH work;
- > Ensure that the manager is aware of expected involvement in legal action surrounding child protection and custody issues or other sensitive matters;
- > Identify and evaluate achievable and challenging performance goals;
- > Ensure that Council policies and State Government regulations are adhered to and that State Government funding guidelines are met;
- > Ensure that State Government statistical requirements are prepared on time
- > Assist with Council budgets, as required, and ensure that expenditure is monitored and controlled within budget.

Judgement and Decision Making

- > To make day to day decision on the operation of the MCH EHVS program;



- > To maintain close liaison with the Maternal and Child Health Nurses across the Shire, and particularly close liaison with the primary MCH nurse of clients enrolled in the EHVS program.

Specialist Skills and Knowledge

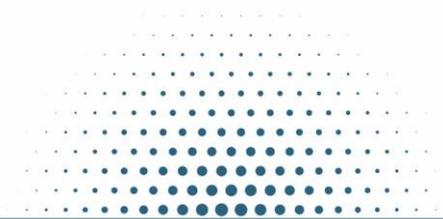
- > Current knowledge of child health, development, behaviour and issues as relevant to the Maternal and Child Health Service;
- > Understanding of family dynamics and family specific issues such as domestic violence, post-natal depression and drug and alcohol issues;
- > Detailed knowledge of Service policies, funding body guidelines and the goals and objectives of the Maternal and Child Health Enhanced Home Visiting Service;
- > Skills in Case Management with the knowledge and ability to seek out information and make referrals to other support agencies;
- > Understanding of relevant legislation;
- > Knowledge of local family support service would be advantageous.

Management Skills

- > Highly developed time management skills, prioritizing, planning and organization;
- > Ability to decisively assess complex family matters and take appropriate course action;
- > Skills which ensure the interests of the EHVS program and the MCH Service are adequately and appropriately conveyed to Council management;
- > Ability to manage an EHVS, including day to day operation and management of budget.

Interpersonal Skills

- > High order of verbal and written communication skills;
- > Ability to work with a complex and highly vulnerable client group in an appropriate and diplomatic manner;
- > Ability to network effectively and extensively with other Service Providers;
- > Ability to gain cooperation and assistance of other professionals
- > Highly developed ability to work with clients to identify needs, specify goals and plan intervention/support to meet these;
- > Highly developed ability to foster client satisfaction with the EHVS;
- > Highly developed skills to facilitate relevant group activities;
- > Ability to demonstrate appropriate innovation and initiative as required of the Case Coordinator role;
- > Highly developed and effective negotiation and conflict resolution skills.



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

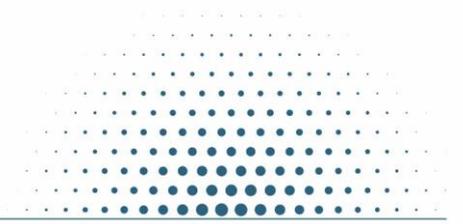
Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

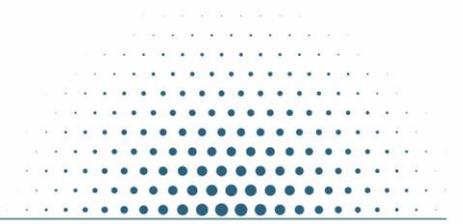
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

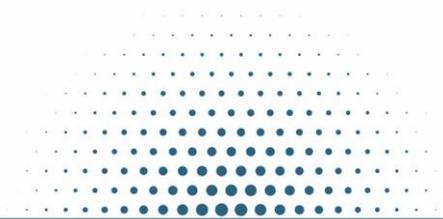
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

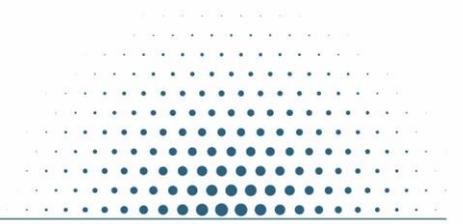
Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.