

POSITION DESCRIPTION

POSITION TITLE:		Immunisation Support Officer			
POSITION NO:		100458	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Family Youth and Children's Services			
REPORTS TO:		Team Leader Immunisation			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and 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

- Contribute to the effective and efficient operation of Council's Family Services, with a key objective of supporting the operation of the Immunisation Program
- To provide quality front-line customer service to residents and customers at Council's immunisation sessions and other family services immunisation programs
- To provide administrative support , data entry and prepare immunisation reports
- Assist with the operational requirements of running busy immunisation clinics at various community locations, schools and workplaces. Manage vaccine stock control, customer enquiries and feedback, and other duties as required
- 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. A major imperative of Council is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The City of Yarra has a long and respected history in the provision and support of Family, Youth and Children's services. Yarra is an inner city municipality with an extremely diverse and sometimes polarised community. Community expectations and needs in regard to planning for Family, Youth and Children's services are varied and often complex relating to economic, social / community and political considerations. The Family, Youth and Children's Services Branch consists of the following units:

- Children's Services (Long day care, Kindergarten, Central Registration, Occasional Care, Pre School Advisor and Quality Liaison)
- Family Services (Family Support, Playgroups, Family Programs and Inclusion, Immunisation, Maternal and Child Health and Enhanced Maternal and Child Health)
- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development and training, policy development and resource and support services across the municipality)
- Youth and Middle Years Services (Planning and provision of a range of supporting, developmental and skill based services for children and young people).

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Team Leader Immunisation
Position Supervises:	Nil
Internal Relationships:	The incumbent liaises with staff at all levels within the Organisation, including Family, Youth and Children's Services Branch team members Information Systems Department Finance Branch Corporate Records Access Yarra Infrastructure
External Relationships:	The incumbent will be required to maintain a responsive and professional relationship with a range of customers, including parents, infants, teenagers, adults and older persons, school children, teachers and principals, childcare centres and kindergartens, Department of Health and local general practitioners.

KEY RESPONSIBILITIES

Contribute to the effective and efficient operation of Council's Family Services, with a key objective of supporting the operation of the Immunisation Program

Immunisation Sessions

- Assist the immunisation team with clinic venue setup and pack up at community, schools and workplace clinics

- Efficient and accurate data entry of client information and vaccines administered at immunisation clinics
- Maintain and update client records
- Process payments and provide receipts for private vaccine purchases
- Maintain and restock administration immunisation clinic basket

To provide quality front-line customer service to residents and clients at Council immunisation clinics

- Be a key point of contact at immunisation sessions for clients and parents and their children
- Assist clients and parents/caregivers in completing correct documentation prior to vaccination
- Provide information and support to clients and parents/caregivers as directed
- Undertake any feedback or information requirements for clients/parents/caregivers at immunisation sessions

To provide administrative support and manage vaccine data for the Immunisation Program

- Enter vaccine data for all immunisation sessions
- Check data accuracy and data cleaning as per agreed process
- Submit vaccine data to the Australian Immunisation Register and DHHS
- Maintain immunisation program statistics and assist with preparing monthly and annual reports
- Other data entry requirements and tasks as required by the service

Assist with operational requirements of running busy community immunisation services, including stock control, data entry, customer enquiries and feedback, and other duties as required

- Undertake stock control, monitor and update monthly
- Organise clinic venue bookings, maintenance requests, and communication requirements

To regularly update and maintain all procedure documents relating to this position

- Assist with updating procedures as required
- Maintain procedures and documents in the agreed document management process

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

- 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 during community sessions, with the ability to exercise some discretion.
- The authority to act is governed by clear objectives, budgetary constraints, statutory requirements Council policies, and regular prior consultation with the Team Leader Immunisation.
- The authority to act in the provision of advice to the public is subject to clear guidelines and prior consultation with the Team Leader Immunisation.
- The position is required to report regularly with the Team Leader Immunisation 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.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

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:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- Required to assist with immunisation enquiries as per scope of practice and either provide specialist advice, counsel or information or refer the inquiry to Team Leader Immunisation.
- Guidance and advice is always available, within time to make a choice. Judgement is required in the maintenance of confidentiality when dealing with issues.

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, Australian Immunisation Register, 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 timeframe.
- Excellent office management skills including the ability to initiate and recommend improvements to office systems.
- Ability to solve problems through troubleshooting guidelines, discussion and teamwork.
- Ability to retain the confidentiality of client records and Council matters.

INTERPERSONAL SKILLS

- Excellent oral and written communication skills and the ability to prepare routine correspondence and reports.
- 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.
- Experience in working with minimal supervision and ability to show initiative.

QUALIFICATIONS AND EXPERIENCE

- Proven experience in a business support/administration environment.
- Proven experience in delivering compassionate, effective and responsive customer service to all age groups.
- High level proficiency in MS Office and Outlook quality data entry and updating databases.
- Post- secondary qualifications or certificates in relevant area or/ knowledge and skills obtained through on the job training.

KEY SELECTION CRITERIA

1. Demonstrated ability to engage and communicate with parents and their children, adolescents and teenagers, adults and older persons and caregivers from diverse socio-economic and culturally linguistically diverse (CALD) communities inclusive of newly arrived refugees.
2. Demonstrated proficiency in databases and quality data entry.
3. Ability to contribute to the team effectively, add value to team activities and encourage a supportive team environment.
4. Effectively communicate verbally and in writing, seeking clarification of communication if necessary.
5. Seek to support innovation and opportunities for continuous improvement.