

POSITION DESCRIPTION

MATERNAL AND CHILD HEALTH SERVICE COORDINATOR

Position Number:	613001
Directorate:	Community Services
Department:	Child & Family Services
Team:	Maternal and Child Health
Location:	Bannockburn Family Services Centre 2A Pope Street Bannockburn
Employment status:	Temp Contract .42 FTE
Classification:	M&CH Nurses- Golden Plains Shire Council Enterprise Bargaining Agreement No 8 2017
Date:	March 2020

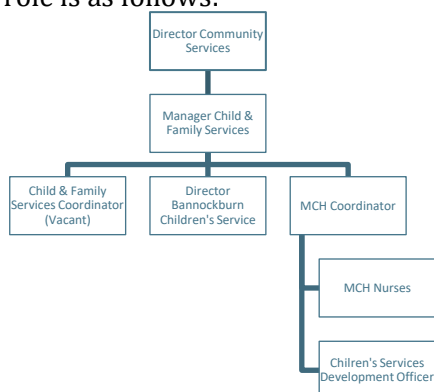
POSITION OBJECTIVES

The Maternal and Child Health Coordinator is responsible for:

- Manage delivery of Enhanced and Universal Child Health
- Ensuring high quality family centred service through the implementation of the key age and stage framework.
- Planning and implementing Family Support programs
- Ensuring the monitoring childhood development through the provision of home and centre based consultations at recommended intervals.
- Supporting, counselling, education and advice to parents of children 0-6 years of age.
- Management and leadership to the Maternal and Child Health Team
- Development and management of productive professional relationships with relevant Council staff, external agencies and tertiary institutions.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Manager Child & Family Services
Directly Supervises:	Maternal and Child Health Nurses, Children's Services Development Officer
Internal Liaisons:	Community Services staff, Team Leaders, other Council staff
External Liaisons:	Children, parents, guardians, medical professionals, hospitals, government departments, play groups, community groups and staff at other Councils

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Service Planning and Coordination

- Lead and manage team to ensure high standards of performance and service delivery that promotes excellence in the health, care and welfare of the child.
- Lead the team to identify professional development opportunities that will meet individual, service and organisational goals.
- Inform and support Council service advocacy around allied and Community health.
- Establish relationships with key stakeholders and maintain a professional development network.
- Manage and mentor staff to promote a collaborative multidisciplinary integrated service that promotes quality service delivery.
- Provide strategic advice and engagement in the planning and development of a broad range of child and family services and facilities.
- Manage and resolve operational and performance issues.

- Role model positive relationships aligned with Council values.
- Plan strategic and operational service delivery including identifying opportunities for enhanced:
 - service development;
 - service quality; and
 - child and family services infrastructure
- Coordinate Councils Out of Home Care (OoHC) data base and ensure that cases are monitored and appropriate liaison with government agencies and support services/systems.
- Manage, plan and support family and parental support programs including relevant funded and community led groups.

Policy, Planning and Development

- Plan, analyse and evaluate service models, operational systems and processes to ensure services and activities offer best value for the community and focus on continuous improvement.
- In partnership with colleagues within Community Services unit, plan and develop the direction of services identifying gaps in service delivery and provision and develop strategies to effectively respond to these gaps.
- Support the development and implementation of the Municipal Early Years Plan (MEYP) to ensure the best possible outcomes for Council and the community.
- Develop, review and implement policies and procedures in relation to the operation and provision of service.

Coordination and Administration

- Oversee the provision of a comprehensive health service for families and children aged 0-6 years in accordance with the Key Ages and Stages Program, Maternal and Child Health Service: Practice Guidelines, Maternal and Child Health Program Standards and Revised Guidelines for Enhanced Maternal and Child Health.
- Coordinate the service unit, including annual planning, financial management, performance management to ensure the quality of service delivered is of a high standard and that performance targets are monitored and meet industry standards.
- Ensure that services provided are compliant with legislative, service standards and regulatory requirements, including privacy, confidentiality, and health and safety.
- Seek funding opportunities, coordinate submissions and manage projects which will support the implementation of program initiatives.
- Work in partnership with other departments to provide support for projects and innovations which address service requirements as identified in MEYP and relevant strategies and policies.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Monitoring, Reporting and Evaluation

- Ensure that all funding requirements are met including project evaluation, reporting, data collation and quality assurance requirements.
- Analyse data and prepare reports for Council, funding bodies and external researchers.
- Keep abreast of research, reviews and policy directions that impact on the service delivery model.
- Ensure quarterly data collection and reporting to Council Performance reporting indicators.
- Review the operations of the service unit, and provide regular updates and reports to the Manager Child and Family Services on opportunities to improve the effectiveness and efficiency of services, programs and initiatives.

Financial Management

- In consultation with the Manager Child and Family Services prepare, monitor and manage budgets and financial reporting requirements as per corporate requirements.
- Monthly monitoring and reporting of service budget.
- Identification of Maternal and Child Health Service funding opportunities. Monitor grant funding agreements and action reporting and acquittals.

Service Leadership

- Ensure quality Maternal and Child Health service is delivered to children and families in Golden Plains' communities.
- Develop policies and procedures which enhance the standards of practice and effectiveness of Maternal and Child Health Services.
- Represent Council in Maternal and Child Health industry forums and events.
- Develop and maintain partnerships with internal and external stakeholder and community support networks.
- Supervision of the Maternal and Child Health team including approval of leave application, organising relief staff and participating in annual review meetings.
- Manage the recruitment process for Maternal and Child Health team vacancies.
- Plan and oversee the orientation and integration of newly appointed Maternal and Child Health team member and students.
- Complete notification of all reporting including mandated cases in a timely manner.
- Provide professional advice and leadership to Maternal and Child Health Nurses.
- Set direction and expectation of service specific data entry to ensure accurate and comprehensive input and reporting.
- Other duties within the scope of the employee's skills, competence and training as directed.

General Responsibilities

- Lead policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.

- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Analysing, reviewing and planning the delivery of the Maternal and Child Health Service.
- Performing developmental assessments of children.
- Making recommendations to parents for referral to other agencies.
- Accurate reporting and record keeping.

JUDGEMENT AND DECISION MAKING

The officer will be able

- Work independently in day-to-day decision making and problem solving.
- Identify and recommend responses to the changing service needs of Council's communities.
- Make recommendations to the Manager regarding service improvement.
- Make judgements as to whether children are developing in accordance with the Maternal and Child Health Developmental Guidelines.
- Make judgements and decisions relating to timetable adjustments, appointment schedules, etc.

SPECIALIST SKILLS AND KNOWLEDGE

The position requires the ability to:

- Identify and respond to issues regarding the health and wellbeing of service users and clinical effectiveness.
- Appreciate and integrate the following factors into decision making:
 - practices, policies and procedures in a local government environment.
 - issues of concern to parents and children in rural communities.
 - funding arrangements, service obligations and operational requirements.

MANAGEMENT SKILLS

The officer will be able to:

- Provide leadership, advice and support within a team of professional peers
- Apply personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.
- Manage multiple tasks, often with competing timeframes.

- Manage their own time and oversee time management of other staff.
- Develop and manage a budget cost centre.

INTERPERSONAL SKILLS

The role requires:

- *Well-developed verbal communication skills (one-to-one and within groups).*
- *The ability to work independently and collaboratively.*
- *The ability to liaise with other employees to resolve intra-organisational problems.*
- *The ability to negotiate, influence and gain cooperation and support from others including small children and parents.*
- *The ability to work with staff from other municipalities, agencies, government departments and private organisations to develop strategies and resolve problems.*
- *The ability to maintain a team oriented approach to the development, provision and evaluation of the Maternal and Child Health Service.*

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.

- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.
- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

QUALIFICATIONS AND EXPERIENCE

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse and Registered Midwife with an additional qualification in Family and Child Health to practise as a Maternal and Child Health Nurse In Victoria.
- Extensive experience working as a Maternal & Child Health Nurse.
- Experience in leading and supervising staff in the delivery of quality services.
- Experience and skills in strategic and operational planning and delivery of health services for children and families.
- Prior experience in services provision to rural communities is desirable.
- A current Victorian Driver's Licence is essential.
- Knowledge and experience in computer software packages.

KEY SELECTION CRITERIA

Selection will be based on the selection criteria, with additional reference to the skills, knowledge and attributes outlined in the Position Description.

- Knowledge of Maternal and Child Health research, practice, procedures and policies.
- Demonstrated experience, knowledge and ability in delivering primary health services for families and children 0-6 years.
- Experience in supervising a professional team, ensuring professional standards and accountability. With a strong understanding of operational human resource management.
- Ability to set priorities, plan and organise within set time frames.
- Ability to develop collaborative relationships and service partnerships with internal and external stakeholders to achieve priorities. Ensuring service delivery meets needs of community and offers best value for council.
- Experience working in a changing environment with a commitment to people management practises that values continued improvement and professional development.

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

Approval

Prepared By:	Heidi Preston – Manager Child & Family Services
Approved By:	Lisa Letic – Director Community Services
Reviewed By (P&C):	Carol Jungbauer – People & Culture Officer
Date:	January 2020
Employee Acceptance: (name and signature)	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.