

Environmental Health Support Officer

Reports to	Team Leader Environmental Health	Direct Reports	Nil
Classification	Band 5		
Position number	443128		

What will you do?

Service Delivery

- Administrative Role
- Public Immunisation
- Environmental Health Team Support
- Customer Engagement
- Improvements to administration related policy and procedures

Systems and processes

- National Immunisation Program for children, students and adults
- Administration support for the health and immunisation team
- Manage correspondence, customer enquiries and communications for our communities.

People

- Internal and external client engagement
- Environmental Health and Immunisation team support
- Internal and external customers
- Provide assistance in the general operation of the unit and other duties as assigned by the Team Leader

Who are you?

- Excellent communication and customer service skills (face to face, over the phone and email correspondence)
- Good problem solving skills using professional knowledge, experience and technical skills
- Team Oriented and contribute to the development of the team
- Self-managed
- High attention to detail
- Experienced in administrative procedures (previous environmental health or Immunisation roles desirable)
- Knowledge of the National Immunisation Program
- Driver's License Valid in Victoria
- Valid working with children check (or eligible)
- Ability to work after-hours

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step up in times of need.
- Display a willingness to work towards continuous improvement

Environmental Health Support Officer

What are the Key Responsibilities?

Service delivery	<ul style="list-style-type: none">• Immunisation Programs under the National Immunisation Program (NIP)• Food Safety• Public Health & Wellbeing• Tobacco Control• Environment Protection
Systems and process	<ul style="list-style-type: none">• Assist with delivering the National Immunisation Program to children, students and adults• Provide assistance with daily administration tasks for the health team• Manage correspondence, customer enquiries and send communications to our communities.• Assisting with all health administration services (domestic wastewater, food & health applications, tobacco control, immunisation)• Assist with quarterly and annual reporting
People	<ul style="list-style-type: none">• Participate in a diverse team and bring improvements into our normal operations• Be an active member of the Environmental Health team• Share knowledge with others• Public Health focus• Develop and maintain positive relationships with internal and external stakeholders• Assist in providing advice to staff and community on matters pertaining to environmental health and immunisation services

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Ability to supervise resources and new employees. • Responsible for providing specialist advice to clients with the freedom to act in accordance with clear guidelines. • Responsible for ensuring the MCC's compliance with all relevant legislation and other statutory requirement.
Judgement and decision making	<ul style="list-style-type: none"> • Ability to apply problem solving skills to improve operating procedures using professional knowledge, experience and technical abilities. • The ability to work within clearly defined procedural guidelines. • Required to exercise professional judgement and decision-making aimed at achieving well defined corporate goals and objectives, and the objectives of relevant legislation, codes of practice and guidelines. • Guidance is usually always available within the time to make a choice
Specialist knowledge and skills	<ul style="list-style-type: none"> • Sound knowledge and understanding of the National Immunisation Program Schedule and immunisation guidelines. • Knowledge of cold chain procedures for vaccine transport and storage. • Excellent computing skills including knowledge of Microsoft office suite • Knowledge of the CIRV (Central Immunisation Records Victoria) • Understanding of the underlying principles of immunisation and the prevention of infectious disease in the community. • Understanding of the long term goals of immunisation and the relevant policies of the service and the organisation. • A willingness to work towards continuous improvement as defined in the MCC's quality assurance system.
Management skills	<ul style="list-style-type: none"> • Ability to manage time, set priorities, plan and organise ones work in order to and achieve set objectives and targets within set timeframes. • Understanding of and ability to implement personnel practice relating to equal employment opportunity, occupational health and safety and employees training and development. • Demonstrated ability to work with minimum supervision.
Interpersonal skills	<ul style="list-style-type: none"> • Excellent communication and customer service skills. • An ability to write reports and prepare external correspondence of a routine nature. • An ability to work effectively within a team environment and contribute to the development of a team. • An ability to gain the confidence and co-operation of clients, community and other employees in the administration of duties and in the supervision of other employees. • An ability to liaise with internal and external counterparts and discuss specialist matters and possess the ability to resolve problems.

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	<ul style="list-style-type: none">• Highly self-motivated to achieve the objectives of the Service Unit.
Qualifications and experience	<ul style="list-style-type: none">• Experience in the provision of public immunisation services desirable• A qualification in administration, health science or similar qualification is desirable.• Experience in administration and clerical procedures.
Prerequisites	<ul style="list-style-type: none">• Valid Employee Working with Children Check• Valid Victorian Driver's License