

Melton City Council

Environmental Health Technical Officer

Position Description

PD: 00360

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Environmental Health Technical Officer
Directorate	City Delivery
Business Unit	Community Safety
Position Classification	5
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Environmental Health Team Leader
Supervises	N/A
Internal liaisons	<ul style="list-style-type: none">All Council Staff
External liaisons	<ul style="list-style-type: none">Residents and ratepayersConsultantsState Government DepartmentsPublic AuthoritiesOther Municipalities and Environmental Health Professionals

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Conduct all duties associated with the role of an authorized officer under the relevant Acts, ensuring meticulous record-keeping, effective complaint resolution, and the provision of high-level service to both internal and external stakeholders.
- Exercise judgment and decision-making skills to interpret and apply diverse legislation accurately, manage responsibilities related to personnel and workload efficiently, and utilize strong interpersonal skills for effective communication and community engagement, ultimately contributing to the achievement of the Health and Building unit's long-term goals.

5. Key responsibility areas

- Perform the duties of an authorised officer under the Public Health and Wellbeing Act 2008 with frequent prior consultation with more senior employees .
- Maintain appropriate and up to date records of all assessments, inspections and daily work activities performed.
- Investigate and resolve complaints.
- Provide a high level of service to both internal and external customers.
- Conduct Tobacco Act education visits and assist with test purchasing program as required.
- Process applications and conduct site visits relevant to onsite wastewater management.
- Contribute to the regular monitoring, testing and sampling of public swimming pools and spas as required.
- Support Environmental Health Officers with food sampling.
- Conduct inspections and duties of an authorised officer under the Food Act 1984 with frequent prior consultation with more senior employees.

6. Accountability and extent of authority

- Administration, monitoring and enforcement of relevant statutes under which they have been appointed and authorised with regular reporting mechanism to ensure adherence to plans.
- Timely provision of information and advice to customers regarding all aspects of Environmental Health and relevant Government legislation relating to this role.
- Act within the Unit operational procedures and guidelines, make recommendations for enforcement subject to review by senior officers, who will provide guidance and direction.
- Approve and officially sign infringements, notices and correspondence in accordance with the relevant templates and according to written procedures and with frequent prior consultation with more senior employees.
- Achieve premises inspection and investigation targets determined by the Coordinator and Team Leader within statutory and corporate requirements.
- Assist in the implementation of business plans as directed.
- Good understanding of the delegated level of authority and when to seek approval for particular actions when operating in the field as a sole operator.

- Provide guidance to any casual or temporary staff assigned to it, offering training and other support while ensuring awareness of all occupational health and safety policies and procedures.
- Exhibit a strong dedication to Work Health and Safety (WHS) accountability by adhering to pertinent WHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Accurately interpret and provide timely decisions and advice to customers in accordance with regulations as well as the ability to analyse issues and act in accordance with established public health principles.
- Make decisions and influence outcomes to ensure compliance. Following an assessment, determine the most applicable legislation and determine if a contravention exists.
- Judge the amount of evidence needed in any given situation in order to successfully undertake enforcement action.
- Guidance and counsel may be available within the time available to make a choice with methods, procedures and processes must be selected from a range of available, based on legislative requirements (Public Health and Wellbeing Act 2008, Tobacco Act 1987, Environment Protection Act 1970 and Food Act 1984).

8. Specialist skills and knowledge

- Understanding of the long-term goals of the Health and Building unit with ability to interpret and apply a diverse range of legislation pertaining to Environmental Health matters.
- Comprehensive knowledge of legislation relating to the Environmental Health Unit. For example, Environmental Protection Act and Regulations, Public Health and Wellbeing Act and Food Act, Food Standards Code.
- Investigation skills including collection of evidence such as interviews, photos and sampling for analysis.
- Effectively use Council's electronic customer request system (CRM) and make thorough file notes the account for conversations, observations, site visits and decision-making processes.
- Knowledge of Magistrates Court proceedings and documentation requirements (for prosecution by Council's Solicitor).
- Basic skill in the use of Outlook, Microsoft Word and Excel software and windows environment and electronic infringement issuing devices.

9. Management skills

- Skills in managing time, setting priorities and planning and organising own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Understanding of and ability to implement basic personnel policies and practices.
- Demonstrated flexibility in adapting to changing work demands and priorities.
- Assist with the induction and supervision of new staff members and contractors.
- Assist with the implementation of new systems and practices aimed towards continuously improving service delivery.
- Prioritise workload based on public health risk.

10. Interpersonal skills

- High level of oral and written communication skills for interacting with internal staff, customers and representing the Council in a Court setting.
- Respond to highly emotional residents at Council offices and in the municipality, consistently representing Council in a professional manner.
- Diffuse conflict and show appropriate empathy whilst enforcing Council decisions.
- Work effectively with minimum supervision.
- Engage with the community to promote understanding and cooperation through education.

11. Qualifications and experience

- Degree or diploma in Public/Environmental Health or a relevant field with little or no relevant work experience. Alternatively, lesser formal qualifications with relevant work skills and experience, especially in a law enforcement environment.
- Experience in investigative work in a customer oriented position.
- Current Victorian Drivers Licence.
- Excellent communication and interpretation skills to enforce legislative requirements.
- Qualifications, or in the process of completing a qualification in Public/Environmental Health are desirable or Certificate IV in Statutory Compliance (Government) or relevant experience working in law enforcement environment.
- Current Working with Children Check.
- Ability to build positive relationships in a diverse community.

12. Key Selection Criteria

1. Degree or diploma in Public/Environmental Health or a relevant field with little or no relevant work experience. Alternatively, lesser formal qualifications with relevant work skills and experience, especially in a law enforcement environment.
2. Ability to read, interpret and enforce legislative requirements. Knowledge and comprehension of all specialist areas as detailed in Specialist skills.
3. Ability to manage time, plan duties and prioritize whilst maintaining the flexibility to cope with urgent situations and ability to contribute to a high functioning team environment.
4. High level of interpersonal and communication skills, coupled with the ability to diffuse conflict and make realistic decisions, while also excelling in customer service.
5. Current Victorian Drivers Licence.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Director City Delivery

Approved by Position Title

March 2024

Date Approved

Incumbent's name

Signature

Date

