

Administration Officer

Position Description



Merri-bek
City Council

Position number:	0031
Classification:	Band 4
EA:	Moreland City Council Enterprise Agreement
Directorate:	Community Development
Branch:	Early Years & Youth
Unit:	Maternal & Child Health and Immunisation
Reports to:	Unit Manager Maternal & Child Health and Immunisation
Supervises:	N/A
Approved by:	Unit Manager Maternal & Child Health and Immunisation

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:

With



Date Created: 15/3/24

Date Modified:

Date Approved:

Date Printed:



Position objectives

To provide administrative functions, assistance and support to the operations of the Maternal & Child Health and Immunisation Business Unit.

To provide administrative functions, assistance and support to other staff of the unit including Unit Manager MCH and Immunisation, Coordinators MCH and Immunisation and MCH & Immunisation admin team.

Key responsibility areas

Administrative responsibilities including but not limited to:

- Undertake administrative tasks associated with supporting the M&CH & Immunisation Service including correspondence, telephone bookings and queries, filing, word processing, development of fliers, photocopying, distribution of birth notices etc.
- Organise meetings and take minutes as required.
- Be responsible for goods and services and for receipting invoices using Council's financial system. Record and maintain financial details as required.
- Assist in the maintenance of the M&CH Quality System, ensuring up to date procedures and information is supplied to M&CH nurses.
- Prepare routine correspondence for Unit
- Process purchase orders and account payments in accordance with Council procedures.
- Collect, prepare, and distribute incoming internal and external mail daily to the Maternal and Child Health and Immunisation Services Unit, in accordance with Council procedures.
- Process and file all correspondence and relevant information.
- Responsible for ordering stationery and promotional material and for ensuring appropriate stocks are maintained at Council service centres.
- Provide assistance to the Unit Manager and Coordinator on a range of special projects as required.
- General administration tasks including word processing and data entry.

Service Delivery

- Provide a high level of customer service for residents seeking information about Maternal and Child Health Services, Immunisation services and provide information and follow up on enquiries.
- Provide high level of customer service for residents seeking information about Immunisation Services
- Participate in Unit meetings, and any stakeholder meetings as required.
- Maintain, order, and distribute relevant information required by the unit nurses.

- Assist with the administration of community satisfaction surveys and data collection to meet the requirements of the unit.

Continuous Improvement

- Contribute to the effective implementation of the Merri-bek City Council Continuous Improvement system in the work area and achievement of quality outcomes.

Occupational Health & Safety

- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.

Environmental Sustainability

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

Diversity and Equity

- Undertake all duties with an awareness of and sensitivity to diversity and equality in accordance with Council Policy.

Other duties

- Required to undertake other duties as directed.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	M&CH and Immunisation Unit Manager Immunisation team Maternal and Child Health Nurses Early Years and Youth Branch Finance Services IT
External Relationships	Other Local Governments General Practitioners Other health and Community Support Services Government Departments Australian Immunisation Register Human Papillomavirus Register Community members, children, and parents Local Community Schools

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 4. Employee Band 4).

1. Accountability and Extent of Authority:

- Maintain high levels of customer service and administrative support to the Maternal & Child Health and Immunisation Services Unit
- Ability to exercise discretion and initiative and make decision on routine and procedural matters

2. Judgement and Decision Making:

- Ability to respond to routine inquiries about MCH & Immunisation services
- Accurate administrative duties including data entry, filing and routine correspondence.
- Ability to decide appropriate internal Officer/Department to deal with a particular situation.
- Guidance and advice is always available within time to make a choice.
- Enquiries regarding specialist knowledge are referred to Nurse, Coordinator or Unit ManagerType here

3. Specialist Knowledge and Skills:

- Customer service skills
- Well-developed computer skills and knowledge of Microsoft Word, Excel, and Teams
- Victorian Driver's Licence

4. Management skills:

- Skills in managing your time, setting priorities, planning and organising one's own work and experience in managing workloads under supervision
- Flexibility and adaptability to changing priorities and work demands
- Understanding of, and ability to implement personnel practices including equal opportunity and health and safety, training and development.
- Completing key responsibilities requirements for achieving objectives within a timetable.

5. Interpersonal Skills:

- Well-developed oral and written communication skills with internal and external stakeholders.
- Excellent customer service skills including the ability to communicate with a variety of people with diplomacy
- Ability to understand instructions, seek clarification and pass on information clearly and accurately
- Ability to work as an effective team member by completing key responsibilities
- *Ability to gain cooperation and assistance from clients and other employees.*
- *Ability to discuss and resolve problems – internally and externally.*

6. Qualifications and Experience:

- Demonstrated relevant administrative support experience
- Demonstrated competency in IT software systems

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

Essential

- Demonstrated experience in an administrative support role with well-developed skills in general administrative practices and procedures.
- Time management skills and experience in working under direct supervision
- High level interpersonal and communication skills (written and oral) including being able to work within a team and to communicate effectively with varying levels of staff and external customers
- Demonstrated understanding of Child safety and wellbeing requirements and how this applies in the role
- A current Victorian Drivers Licence
- Working with children check

Desirable

- Experience with CDIS database.
- Previous experience in local government.
- Ability to speak a language other than English.
- Basic understanding of the principles and operations of Local Government Maternal Child Health Service
- Basic skills in producing statistical reports
- Knowledge of the National Immunisation Program

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	(√)	()
-below 10kgs	()	()	(√)	()
Manual handling frequency	()	(√)	()	()
Repetitive manual work	()	(√)	()	()
Repetitive bending/twisting	()	(√)	()	()
Working with arms above head	()	(√)	()	()
Lifting above shoulder height	()	(√)	()	()
Using hand tools – vibration/powered	()	()	()	(√)
Operating precision machinery	()	()	()	(√)
Close inspection work	()	()	()	(√)
Wearing hearing protection	()	()	()	(√)
Wearing eye protection	()	()	()	(√)
Working in dusty conditions	()	()	()	(√)
Working in wet/slippy conditions	()	()	()	(√)
Wearing Gumboots	()	()	()	(√)
Wearing safety shoes/boots (steel cap)	()	()	()	(√)
Working with chemicals/solvents/detergents	()	()	()	()
Washing hands with soap (hygiene)	()	(√)	()	()
Working at heights	()	()	()	(√)
Working in confined spaces	()	()	()	(√)
Working in chillers (+4 degrees C)	()	()	()	(√)
Performing clerical duties	()	(√)	()	()
Working on a keyboard	()	(√)	()	()
Driving cars and/or trucks	()	(√)	()	()