



POSITION DESCRIPTION

POSITION TITLE:	Administration Officer – Public Immunisation Sessions (Casual)
POSITION NO:	784
CLASSIFICATION:	Band 4
AWARD / LWAA:	Moreland City Council Enterprise Agreement 2018
DEPARTMENT:	Community Development
BRANCH:	Early Years & Youth
WORK UNIT:	Maternal and Child Health and Immunisation
REPORTS TO:	Unit Manager, MCH and Immunisation
SUPERVISES:	Nil
PREPARED BY:	Unit Manager, MCH and Immunisation
APPROVED BY:	Manager Social Policy and Early Years

As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.

DATE CREATED: 24/04/2009

DATE MODIFIED: 18/02/2021

DATE APPROVED: 18/02/2021

DATE PRINTED:



1. POSITION OBJECTIVES:

To provide general administrative support and assistance and to deliver a high level of customer service at public immunisation sessions.

2. KEY RESPONSIBILITY AREAS:

Public Immunisation sessions

- Assist other Unit staff to organise the set-up, delivery and pack-up of public immunisation sessions
- Provide a high level of customer service for residents seeking information about Immunisation Services at immunisation sessions.
- Provide basic information about immunisation – key stages, types of immunisations, possible side effects.
- Review patient medical history and Child Health record to confirm type of immunisation for the session.
- General data entry at immunisation sessions using IMPS computer program.
- Accurate recording of information on manual running sheet and stamp relevant sections of Child History record.
- Make appointments for following immunisation stage.
- Provide clarification and guidance for general public at immunisation sessions including ensuring orderly functioning of the session

Continuous Improvement

- Contribute to the effective implementation of the Moreland 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 carrying out the responsibilities outlined in the MoreSafe Manual.



Environmental Sustainability

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

Diversity & Equity

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

Other duties

- Required to undertake other duties as directed.

3. ORGANISATIONAL RELATIONSHIP:

Reports to: Nurse in Charge of immunisation session

Supervises: Nil

Internal Liaisons: Immunisation Nurses
Municipal Immunisation Nurses
Other Immunisation Administrative Officers (permanent and casuals)
Maternal and Child Health Unit

External Liaisons: Children and Parents
Australian Immunisation Register (AIR)

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 Award (Victorian Local Authorities Award 2001, Appendix A, Part B)

4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Maintain high levels of customer service and basic administration at public immunisation sessions.
- Accurate Data Entry of prescribed information



5. JUDGEMENT AND DECISION MAKING:

- Ability to respond to routine inquiries about immunisation services and advise on the different stages of immunisation as per information brochures
- Accurate data entry into IMPS programs
- Guidance and advice is always available.
- Enquiries requiring specialist knowledge are referred to the Nurse in charge at the session.

6. SPECIALIST KNOWLEDGE AND SKILLS:

Essential

- Basic computer skills and knowledge of databases. Employees will be required to use the internal IMPS program
- Basic skills in administrative systems.

Desirable

- Knowledge and understanding of the principles and operations of Local Government Immunisation programs and the Maternal and Child Health Service.
- Previous IMPS experience.

7. MANAGEMENT SKILLS:

- Time management skills and experience in managing workloads under supervision.
- Flexibility and adaptability to changing priorities and work demands.

8. INTERPERSONAL SKILLS:

- Oral and written communications skills
- 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.

9. QUALIFICATIONS AND EXPERIENCE:

- Relevant administrative support experience
- Competency in I.T. software systems.

10. 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.

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)	()	()	(√)	()
Use of Hand Sanitiser	(√)	()	()	()
Working in confined spaces	()	()	()	(√)



Working in chillers (+4 degrees C)	()	()	()	(√)
Performing clerical duties	()	(√)	()	()
Working on a keyboard	()	(√)	()	()
Driving cars and/or trucks	()	(√)	()	()
Wearing a mask	()	(√)	()	()

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

11. KEY SELECTION CRITERIA

Essential

- Well-developed word processing and data processing skills and can use a computer confidently.
- 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.

Desirable

- Experience with IMPS (Immunisation Software Program) or similar systems.
- A current Victorian Drivers Licence.
- Previous experience in local government.
- Ability to speak a language other than English.
- A basic understanding of the current National immunisation program.



SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... Date / /
(Staff member's signature)

..... Date / /
(Supervisor/Manager's signature)

Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.