

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>MCHN ADMINISTRATION OFFICER (16 hours per week)</b>
<b>Position Number:</b>	<b>MCH 012</b>
<b>Classification:</b>	<b>BAND 4</b>
<b>EBA/Contract:</b>	<b>EBA</b>
<b>Responsible to:</b>	<b>TEAM LEADER MATERNAL &amp; CHILD HEALTH</b>
<b>Service Area:</b>	<b>COMMUNITY SERVICES</b>

### Role and Summary Statement

The Administration Officer reports to the Team Leader Maternal and Child Health and is responsible for providing high quality administrative support to the Maternal and Child Health team in accordance with team and organisational goals.

### Tasks and Responsibilities

1. Undertake telephone appointment bookings for the Maternal and Child Health service and /or refer any other enquiries to the appropriate person.
2. Provide high quality general administrative duties related to the provision of Maternal and Child Health service delivery.
3. Provide input to reviews of systems and processes within the team to ensure flexible and responsive service delivery.
4. Maintain accurate data within Council's computer systems related to Maternal and Child Health.
5. Ensure that client records and birth notices are kept confidential and secure, at all times.
6. Provide general administrative support to the broader Community Services team as required.
7. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
8. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.
9. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).

### Organisational Relationships

**Internal Relationships** Management and Employees.

**External Relationships** Public, Community and Organisations.

## Qualifications and Experience

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

### Qualifications

#### **Essential**

- Certificate in Business Administration or equivalent qualification.

### Experience

#### **Essential**

- Demonstrated administrative experience in a professional service environment.
- Demonstrated experience dealing with customers, the public and external service providers/suppliers.
- Demonstrated communication, organisational and time management skills.
- Demonstrated ability to work as part of a team in achievement of team and organisational goals and objectives.
- Advanced computer skills and proficiency using Microsoft office applications.

#### **Desirable**

- Experience in Local Government.
- Knowledge of electronic purchasing and publishing software and electronic records.

## INTER-PERSONAL SKILLS:

### **Written Communication**

Requires skills sufficient to write routine correspondence or standard reports that document facts but do not give opinions or analysis of the facts.

### **Speaking and Listening Skills**

Requires ability to gain co-operation from others to achieve a specific immediate outcome. Able to reflect empathy with others, be aware of body language, and to gauge emotions.

## SPECIALIST SKILLS AND KNOWLEDGE:

### **Numeracy**

Requires basic numeracy such as counting, recording numbers, simple addition and subtraction (possibly with use of an adding machine or calculator), handling small amounts of money, or reading simple instruments.

### **Computer Skills**

Perform advanced word processing functions, or set up and use straightforward spreadsheets or simple databases or similar level software, or search specialised databases for information.

### **Care**

Assists those providing compassionate services to other persons.

### **Application of the Law and Legislative Procedure**

Applies standardised legislative procedures in a specific field relevant to the position's work unit where there is little uncertainty surrounding its application, and is usually as specified in a practice or procedures manual.

## MANAGEMENT SKILLS:

### **Research, Analysis and Information Management Skills**

Basic collection of information, primarily of one type, eg sales figures, pollen count, consumer item usage level, etc, from readily accessible sources, without interpretation of the information collected. Here information would be extracted from documents or computer files, or from online searches; or obtained through preset questionnaires. The data thus collected would be organised and analysed by others.

### **Human Resources Management Skill**

Requires familiarity with and the ability to apply human resource policies.

## JUDGEMENT AND DECISION MAKING:

### **Problem Solving**

Diverse procedures are prescribed but with specific standards to be followed, i.e. guided as to how to approach and resolve the problem. The jobholder formulates a solution by following a procedural approach based on one or more of a diverse range of approaches.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

**Functional Breadth**

Non-supervisory role.

**Proficiency**

Performs less difficult tasks, or gains experience working with more experienced or senior practitioners.

**Accountability for Capital Assets**

The position may not have specific accountability for the use or maintenance of organisation assets, and where the position does the assets are of minimal importance in the overall context of the organisation.

**Accountability for Client Service**

The position is responsible for providing intermediate level services to external clients

**Impact**

Minimal impact on the organisation's total annual revenue or budget.

**Agreement:** I have read, understood and agree to comply with this position description.

**Name:** .....

**Signature:** .....

**Date:** .....

<b>Prepared by:</b>	<i>Human Resources</i>	<b>Authorised By:</b>	<i>Corporate Management Team</i>
<b>Date Reviewed:</b>	<i>July 2017</i>		

**SELECTION CRITERIA**

**Criteria 1.**

Certificate in Business Administration or equivalent qualification.

**Criteria 2.**

Demonstrated administrative experience in a professional service environment.

**Criteria 3.**

Demonstrated experience in dealing with customers, internal employees and external service providers.

**Criteria 4.**

Demonstrated communication, organisational and time management skills.

**Criteria 5.**

Demonstrated ability to work as part of a team in achievement of team and organisational goals and objectives.

**Criteria 6.**

Advanced computer skills and proficiency using Microsoft office Applications.

**NOTE:**

**Candidates are required to address each of the Selection Criteria in their applications.**

## PERSONAL CAPABILITY REQUIREMENTS

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk				✓
Sitting – vehicle			✓	
Operating Telephone / Computer				✓
Writing / Reading				✓
<b>Manual Handling</b>				
Bending / Twisting Spine		✓		
Working with one or both hands above shoulder height		✓		
Lifting (5kg or under p/item)		✓		
Lifting (5kg or over p/item)		✓		
Requiring low/light application of force	✓			
Requiring medium to high application of force	✓			
Lifting/holding/restraining children	✓			
Exerting force in an awkward posture	✓			
Holding & supporting equipment		✓		
<b>Agility</b>				
Squatting / Kneeling			✓	
Looking up / Looking down			✓	
Reaching forwards or sideways		✓		
Gripping or grabbing equipment and/or equipment			✓	
<b>Mobility</b>				
Walking / standing- briefly			✓	
Walking / standing- extended	✓			
Walking on uneven ground	✓			
Climb steps/stairs	✓			
Climb ladder	✓			
Driving – passenger vehicle			✓	
Driving – light commercial (regular drivers licence)	✓			
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
<b>Sensory</b>				
Hearing – face to face / telephone conversations				✓
Hearing – working with loud machinery	✓			
Visual – read printed material, signage				✓
Visual – computer screen, electronic signs				✓
Visual – driving		✓		
Visual – watching with vigilance (e.g. SXS, Lifeguard)	✓			
<b>Emotional</b>				
Dealing with complex customers / residents			✓	
Supporting dependent persons	✓			
Dealing with conflict		✓		
Managing complex personal situations	✓			
Providing empathy				✓
<b>Work Environment</b>				
Outdoor – exposed to elements, plant & equipment	✓			
Confined spaces	✓			
Working alone	✓			
Working at heights (greater than 2m)	✓			
Exposure to extensive dust	✓			
Pollen (or other allergens)	✓			
Exposure to polluted odours and/or chemicals	✓			
Personal waste	✓			

**Note: This template is a guide only and does not represent an exhaustive account of all job factors for Maroondah City Council; however it forms a basis to guide staff and medical professionals as to the personal capabilities that must be sustained.**

### Office Use - Pre employment Medical Checks

	If 1 or more selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended
	If selected – Consideration to issue PDA (personal duress alarm)

# Our Workplace Values



## Co-operation

*Working together and sharing knowledge to achieve common goals and agreed outcomes.*

We encourage people to:

INVOLVE OTHERS

Work with others in decision-making and the development of goals and plans.

ACHIEVE

Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.

ORGANISATIONAL GOALS

SUPPORT COLLEAGUES

Recognise strengths and demonstrate appreciation of team members.

VALUE PEOPLE

Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.

BUILD RELATIONSHIPS

Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.

BE ACTIVE TEAM

Be accountable and acknowledge and support those who demonstrate leadership.

MEMBERS

## Commitment

*Leading by example to achieve the best result for the organisation and the community.*

We encourage people to:

BUILD TRUST

Act with openness, honesty, and integrity.

SEE THINGS THROUGH

Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.

DEVELOP SKILLS

Actively seek feedback and opportunities to improve skills.

TAKE INITIATIVE

Anticipate the requirements and needs of others and take action outside of routine responsibilities.

SEEK RESPONSIBILITY

Take on responsibilities that will broaden experience and add to the effectiveness of the team.

## Communication

*Sharing information and ideas at all levels, the Council and the community.*

We encourage people to:

LISTEN TO OTHERS

Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.

DEMONSTRATE RESPECT FOR ALL

Respect others' opinions and views.

ACT WITH HONESTY AND INTEGRITY

Communicate openly and honestly and act with integrity.

COMMUNICATE CLEARLY AND EFFECTIVELY

Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.

KEEP OTHERS INFORMED

Willingly share information and keep the community and colleagues well informed.

USE INFORMATION

Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

ETHICALLY

## Continuous Improvement and Innovation

*Consistently finding better ways of delivering service and value*

We encourage people to:

UNDERSTAND NEEDS

Seek to clearly understand the requirements of those to whom we provide service.

SOLVE PROBLEMS

Raise problems openly, consult with others and generate alternative options.

CONSIDER

Take inspiration from internal and external influences to form new ideas,

ALTERNATIVES

approaches, better processes and practices.

EMBRACE BETTER WAYS

Demonstrate flexibility and a willingness to embrace change.

EVALUATE

Continually measure and assess the performance of the activities in which we are

PERFORMANCE

involved, review processes and provide honest and constructive feedback.

ENCOURAGE INNOVATION

Think outside the square to explore new ideas and opportunities.

STRIVE FOR EXCELLENCE

Seek to lead the way.

SHARE IDEAS WITH

Promote and communicate ideas.

OTHERS

<b>Employee Level Core Competencies</b>	<b>Supervisor / Coordinator / Leading Hand Level Core Competencies</b>	<b>Team Leader Level Core Competencies</b>	<b>Manager Level Core Competencies</b>	<b>Director Level Core Competencies</b>	<b>CEO Level Core Competencies</b>
<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>
<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>

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<p><b>Customer Service Skills</b></p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p><b>Customer Focus and Quality</b></p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p><b>Customer Service Management</b></p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p><b>Stakeholder Engagement and Management</b></p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p><b>Agility and Critical Thinking</b></p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p><b>Conduct and Governance</b></p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p><b>People and Teamwork Skills</b></p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p><b>People Management / Development</b></p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p><b>Leadership and Coaching</b></p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p><b>Innovation Leadership</b></p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p><b>Change Leadership</b></p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p><b>Transformational Leadership</b></p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p><b>Personal Planning and Effectiveness</b></p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p><b>Team Planning and Work Organisation</b></p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p><b>Team Planning, Performance and Process Improvement</b></p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p><b>Service Delivery Planning and Execution</b></p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p><b>Strategic Thinking, Planning and Foresight</b></p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p><b>Community Focus and Service Delivery</b></p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p><b>Self Management and Personal Development Skills</b></p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p><b>Emotional Intelligence</b></p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p><b>Relationship Building and Stakeholder Management</b></p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p><b>Organisational/ Environmental Awareness / Systems Thinking</b></p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p><b>Political Acumen and Strategic Influencing</b></p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p><b>Positioning and Partnerships</b></p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>

