

Job title: Immunisation Administration Officer	
Classification: Band 4	Effective Date: January 2026
Reports to: Senior Administration Officer – Maternal Child Health and Immunisation	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To provide administrative and customer service support to the Maternal Child Health and Immunisation team in the delivery of health protection programs for immunisation.
To operate as an effective and customer-oriented member of the Service Unit.

Key Responsibilities

Position Specific Responsibilities

Undertake administrative responsibilities to support the effective service provision of the Immunisation and Maternal & Child Health programs.

This includes but is not limited to:

Immunisation Administration

- Collect and compile statistical data to review service levels and to inform planning of immunisation programs
- Assist in the implementation of processes and systems for receiving regular customer satisfaction feedback
- In consultation with the Senior Administration Officer and Nurse in Charge develop and prepare quarterly immunisation roster
- Assist in the scheduling and administration of the public/infant and secondary school immunisation programs
- Provide administration support during public/infant immunisation sessions
- Assist in the inventory and supply of immunisation related equipment.
- Assist in updating Immunisation database and transference of records to ACIR and HPV register
- Assist in implementing Data Cleansing processes to facilitate optimum results in data accuracy and immunisation coverage rates
- Provide standardised information to clients relating to the immunisation program as defined in NHMRC, DoH and Council guidelines.

Customer Service

- Ensure adequate supplies of information material including internal/external publications
- Record and refer service requests and actively monitor their status
- Provide non-technical information and advice to clients on activities and programs undertaken by the unit
- General administration duties and support to staff as required

- Assist, as required, in processing MCH phone and booking requests, adjusting appointments for leave or client needs
- Assist as required, in the accurate recording of birth notices into the MCH database

Continuous Improvement

- Undertake continuous improvement of administrative processes and procedures.
- Provide administration support in maintaining and updating policy and procedure manuals and ensuring document control
- Contribute to and assist in the development of a culture of quality and industry best practice

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Specific guidelines exist that establish the parameters for the position.
- The position involves some level of resource monitoring.
- Work objectives are well defined.
- Ability to assess options and provide advice to customers

Specialist Knowledge and Skills

- Experience in the administration of mass immunisation programs and knowledge of National Health and Medical Research Council schedule for immunisation.
- Experience in direct customer service delivery and computer phone systems
- Knowledge of Corporate IT systems including Pathway Customer Service and Health Licensing Module, TRIM and other IT programs relevant to the Unit.

- Be a positive team player, demonstrating loyalty and commitment to the objectives of the team and organisation.
- Value integrity and behave ethically in all aspects of their work.
- Treat all information received in the course of work in a confidential manner.

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Relevant post-secondary qualification or relevant experience in administration support roles
- Demonstrated experience in providing quality customer service
- Proficiency in the application of standard procedures, guidelines and practices relating to program areas.

Interpersonal Skills

- Ability to gain co-operation and assistance from clients, other employee's and members of the public in all relevant activities.

Key Relationships:

- The position is required to maintain a professional relationship with other departments and agencies, other municipalities, service providers, community groups, schools and customers.

Management Skills

- Skills in managing time, planning and organising own work.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

- Short listed candidates may be required to attend a pre-employment medical examination.
- A willingness to carry out after hours work in accordance with roster on a rotational basis.

- Position is subject to satisfactory completion of police records check and be required to attend a pre-employment medical.

Key Selection Criteria

- Relevant post secondary qualification or relevant experience in administration support roles
- Experience in direct customer service delivery and computer phone systems
- Ability to gain co-operation and assistance from clients, other employee's and members of the public in all relevant activities.
- Proficiency in the application of standard procedures, guidelines and practices relating to program areas.
- Skills in managing time, planning and organising own work.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Performed sometimes	
Hand/Arm Movement Tasks involve use of hand/arms		Performed often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed sometimes	
Standing Tasks involve standing in an upright position		Performed sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Performed sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Required	

Any other relevant comments: