

Job title: MCH Administration Support Officer

Classification: Band 4

Effective Date: Dec 2024

Reports to: Senior Administration Officer

Tenure: Permanent Part-Time

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

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 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 high quality and timely administrative support to the Maternal & Child Health [MCH] Service and the staff delivering programs within the Unit.

To operate as an effective and customer-oriented member of the MCH team.

To liaise with other departments and agencies to identify opportunities for ongoing improvement in the provision of internal and external customer service.

Key Responsibilities

Position Specific Responsibilities

- Accurate recording of birth notices into CDIS [Child Development Information System] database, in line with the Health Records Act
- Allocate the home visit and subsequent appointments and distribute relevant information required by the MCH nurses.
- Maintain relevant MCH electronic filing systems/record keeping/archiving in HPE & network drive
- Assist Maternal & Child Health staff with computer related queries, building maintenance requests and stationery/medical stock requirements.
- General administration duties and support to staff as required.
- Manage appointment requests by telephone and sms, including rescheduling appointments due to staff leave or client request
- Calendar management: in consultation with team ensure appropriate number of appointments, admin and meetings are in each centre calendar, reflecting the workload formula.
- Ordering and distribution of KAS and other resources, including stationary, to the MCH team.
- Data entry as required.
- Provide efficient, timely, professional and courteous advice and information and follow up to both internal and external customers.
- Implement, maintain and review administrative procedures across the MCH Service Unit
- Ensure meeting rooms are hired according to procedure and process the necessary paperwork to facilitate payment.
- Promote the safety and security of the MCH service & buildings
- Collate parenting resources and distribute to MCH staff as required.
- Undertake projects as directed from time to time.
- Provide backfill for MCH administrative staff at Box Hill South Family Centre, Burgess Family centre or Civic Centre as required

- Administration support for programs within the MCH Service Unit as required
- Participate in IT and Compliance training as required
- Raise & process purchase orders

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: Responsible for ensuring timely processing of purchase orders.

Staff responsibility:

- Whilst no direct staff authority, responsible for ensuring casual admin staff are familiar with processes and systems to ensure continued provision of service.
- Assist with the orientation of new MCH staff to the centre & new administration officers to the service unit

Judgement and Decision Making

- Exercise judgement regarding the operation of the centre regarding day-to-day duties within the application of standard centre procedures and guidelines.
- Provide appropriate information to members of the public as required.
- Ability to prioritise workload and achieve completion of tasks to meet deadlines.
- Operate independently within established guidelines.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Relevant secondary qualification combined with demonstrated experience in administrative services and reception duties
- Demonstrated experience in the implementation and maintenance of office systems
- Experience working within the area of Health or Family services desirable
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

Technology:

- Must be proficient in the use of MS Office suite (includes Word, Excel, Access, Outlook)
- Familiarity with CDIS and HPE software an advantage
- Demonstrated experience in appointment/booking management systems.
- Experience in direct customer service delivery and computer phone systems

Interpersonal Skills

- Excellent oral communication skills and telephone manner
- Ability to maintain client confidentiality
- Understand and appreciate diversity in the work place, community and customer base.
- Ability to work effectively within a team environment.
- Must have demonstrated high level of competence in customer service and interpersonal skills to facilitate communication with diverse range of clients and staff.

Key Relationships:

- Reports to MCH Leadership and liaises with internal employees and departments
- Maintain professional relationships with external hirers, MCH Staff, clients, and external bodies
- This is a Job Share position; ability to work effectively with another person in role, including maintaining efficient handover processes

Management Skills

- Ability to work with minimal supervision, and to show initiative and effectiveness.
- May be required to provide on the job training to casual staff.
- Demonstrate motivation and maintain professional standards with competing demands.
- Ability to understand and work within a guidelines and corporate policies including HR, EO and OHS
- An innovative approach that continues to improve service quality.

Key Selection Criteria

- Relevant secondary qualification combined with demonstrated experience in administrative services and reception duties
- Must have demonstrated high level of competence in customer service and interpersonal skills to facilitate communication with a diverse range of clients and staff
- Must be proficient in the use of MS Office suite (includes Word, Excel, Outlook)
- Ability to work with minimal supervision, and to show initiative and effectiveness.
- Experience in direct customer service delivery and computer phone systems

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	
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	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Required	

Any other relevant comments: