

<b>Job title:</b> Team Leader Immunisation	
<b>Classification:</b> Band 7	<b>Effective Date:</b> March 2026
<b>Reports to:</b> Coordinator Maternal Child Health and Immunisation	<b>Tenure:</b> Permanent Part Time (0.5)

### 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 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

- Contribute to the development and achievement of the Immunisation Unit's business and service plans and meet individual performance objectives.
- To oversee the development, review and implementation of operational policies, procedures and practice standards, incorporating best practice principles, continuous improvement strategies, and quality and cost-effective services.
- Deliver a range of public health strategies and support services that protect, promote and enhance an Immunisation program that meet client expectations, with a focus on cost effective service delivery and commitment to quality and continuous improvement principles.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide specialist advice and support to Coordinator Maternal Child Health and Immunisation, as required, on all matters pertaining to operational, compliance and policy matters, relevant to the Immunisation program and develop solutions to problems or opportunities.
- In conjunction with the Co-ordinator, identify and develop policy options and procedures and processes to identify and resolve problems, implement improvement opportunities and ensure a culture of quality and continuous improvement, industry best practice and customer service excellence across the Unit.
- In conjunction with the Co-ordinator review administrative processes and systems to ensure efficient, flexible and responsive service delivery.
- Assist the Co-ordinator to evaluate programs, monitor and analyse performance indicators to ensure planned outcomes are met.
- Support and contribute to the development and motivation of staff.
- Assist the Coordinator by providing input into the development and management of the budget.
- Ensure funding body service agreements and requirements are met.
- Foster effective working relationships with other service providers, industry and the community, which enhance planning and implementation of new strategies.
- Assist the Coordinator in business planning for future development of projects and initiatives relevant to portfolio responsibilities.
- Participate in local, regional and state-wide committees, as required.
- Assist with the development and implementation of seminars, presentations and related health education and promotional activities, as required.

- Assist with the formulation and implementation of strategies arising from the Integrated Council Plan including Municipal Public Health and Wellbeing Plan.
- Assess risks when responding to internal referrals with an aim of identifying and minimising negative health impacts.
- Ensure that timely and quality advice is provided to the Coordinator Maternal Child Health and Immunisation on immunisation issues likely to impact on Council and/or the municipality.
- Oversee the planning and roll out of the Immunisation programs including both Public and School Programs.
- Develop and implement pilot and ongoing programs to improve fee for service opportunities.
- Support the Nurse in Charge to successfully implement the Immunisation sessions including rostering, OHS, recruitment and training, as required.
- Investigate shared services opportunities with neighbouring municipal organisations.
- Implement strategies or plans identified by the Co-ordinator.
- Ensure all reporting both internal and external is completed in a timely manner and in accordance with both Council and regulatory requirements.
- Support the Nurse in Charge to Oversee the purchase and storage of relevant vaccines including maintaining appropriate levels of products on hand.
- Support the Nurse in Charge to ensure the efficacy of the stored vaccines by maintaining appropriate records of rotation, use by dates and adequate refrigeration and transportation.
- Ensure there is sufficient on-call support to attend to after hours and emergency refrigeration failure (via the Community Laws team).
- Arrange training for relevant team members across the Organisation to ensure an appropriate level of understanding of refrigeration monitoring and troubleshooting.

#### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

### **Accountability and extent of authority**

#### **Budget:**

With the Coordinator MCH and Immunisation, develop, monitor and report on the Immunisation budget.

#### **Staff responsibility:**

- This role directly supervises the Immunisation Nurse In Charge
- Monitor performance objectives of the immunisation team and responsible for coordinating staff with respect to the development, review and implementation of operational policies, procedures and practice standards.
- Provides specialist advice to team members to contribute to the resolution of problems and professional development.

### **Judgement and decision making**

- Ability to research, investigate, identify, solve problems and make decisions independently. Guidance and advice is usually available.
- The work is specialised using procedures, practices, guidelines and the application of professional knowledge developed through experience and theory. The incumbent will be able to identify when the established techniques are not appropriate.
- Ability to make decisions based on statute, procedure, policy and/or established guidelines to ensure that statutory obligations and Council policies are met.
- Ability to identify and analyse an unspecified range of options before recommendations can be made. Skilled at assembling adequate information and using such information to determine appropriate decisions.

### **Specialist Knowledge and Skills**

- Experience in the provision of mass immunisation programs to the general public.
- Working knowledge and understanding of the relevant Acts, Regulations, Standards and Codes of Practice relating to Immunisation.

- A working knowledge and appreciation of the issues within the various programs provided within Immunisation.
- Ability to formulate to the development of policies, procedures, strategies, activities and guidelines.
- Ability to understand and communicate technical and legal matters relating to Immunisation issues.
- Demonstrated familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Demonstrated experience in the implementation of strategic plans/policy.
- Demonstrated analytical and investigative skills, where required, to enable the formulation of policy positions.
- Working knowledge and understanding of data/document management systems and MS Office packages.
- Strong computer skills including proficiency in use of Microsoft Office Suite including Office 365

### **Qualifications and Experience**

Qualifications/ Certificates /Licences:

- Relevant tertiary qualification
- Excellent knowledge of the Australian Immunisation Handbook, National Health and Medical Research Council guidelines for Immunisation Procedures and relevant, Department of Health and Human Services (DHHS) policies relating to immunisation.
- Understanding of legal and ethical responsibilities of service provision for the target group.
- Knowledge of the administration of vaccines.
- Successful experience in Immunisation practice and understanding of Council's statutory roles and responsibilities, and programs and services and clinical governance.

### **Interpersonal Skills**

- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.
- Demonstrated capacity to gain co-operation and assistance from a wide variety of stakeholders including: customers, members of the public and other employees in the administration of immunisation service delivery.
- Demonstrated ability to motivate and develop a team of employees.

- Experience liaising with counterparts in other organisations to discuss and resolve specialist problems.
- Strong communication skills and demonstrated ability to influence behavioural change and resolve conflict.
- Demonstrated commitment to a team philosophy and to lead in continuous improvement initiatives of work practices to achieve team objectives.
- Ability to write clear and concise Council reports and other formal correspondence (such as submissions, policy and advocacy) that clearly conveys the intended message.

### Management Skills

- Demonstrated ability to plan, prioritise and deliver, both on an individual basis, as part of a team and as a team leader, within timeframes and in an environment of change and conflicting demands.
- Demonstrated experience leading a team, instilling a culture of people-centred excellence and achievement.
- Ability to provide clear direction and leadership which results in team adherence to policy, procedure, and guidelines ensuring that strategic direction, goals and timeframes are met.
- Efficient and effective coordination of resources in order to achieve team and department objectives.
- Demonstrated experience in project and change management and leadership.
- Strong contract management skills, including the ability to develop, negotiate, monitor, and evaluate contracts and service agreements to ensure compliance, performance, and value for money.
- Demonstrated understanding of professional standards of practice and ability to apply these standards to the team and organisation.
- Ability to solve problems through discussion, innovation, research, negotiation, and teamwork.
- Ability to lead the continuous improvement of the service, promote a culture of feedback and review to ensure performance indicators are met.
- Ability and willingness to challenge embedded practices to develop and implement improved processes with a commitment to continuous improvement, customer experience and service excellence.

### Application Requirements

- A willingness to carry out after hours work in accordance with the needs of the Immunisation program and sessions
- This position may require work to be performed at different work locations relevant to organisational requirements.

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel efficiently around the municipality, as required for work.

### Key Selection Criteria

1. Relevant tertiary qualification relating to the delivery of immunisation services.
2. Demonstrated experience in immunisation practice and working knowledge and understanding of the relevant Acts, Regulations, Standards and Codes of Practice.
3. Ability to provide clear direction and leadership which results in team adherence to policy, procedure, and guidelines ensuring that strategic direction, goals and timeframes are met.
4. Commitment to lead in continuous improvement initiatives of work practices to achieve service excellence and customer experience.
5. High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment.
6. Demonstrated commitment to quality and continuous improvement principles and to developing a customer service culture amongst staff.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Office-based role with some site visits required	Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Office-based role with some site visits required	Often	Keyboard/Phone
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Office-based role with some site visits required	Sometimes	
<b>Standing</b> Tasks involve standing in an upright position	Office-based role with some site visits required	Often	Encouraged
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Office-based role with some site visits required	Sometimes	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Office-based role with some site visits required	Often	Encouraged
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office-based role with some site visits required	Seldom	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Office-based role with some site visits required	Seldom	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Office-based role with some site visits required	Often	Computer work
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Office-based role with some site visits required	Often	Computer work

**Any other relevant comments:**