Position Description

Position Title	Maternal and Child Health Nurse
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing / Maternal and Child Health
Team	Maternal and Child Health (MCH)
Classification	MC1-2-3-4 + Qual (Band 6 equivalent)
Date	January 2026
Reports to:	MCH Team Leaders
Supervises:	Nil (mentors MCH students and/or new Graduate employees)
Internal Liaison:	MCH team, including Coordinator MCH, Team Leaders and Business Support Officers, MCH Nurses, Early Parenting Support Officers and Peer Educators, Community Wellbeing staff and other departments in Council.
External Liaison:	Clients / Child Care and Kindergarten providers, Department of Education & Training (DET) / Department of Health / Department of Families Fairness and Housing / The Orange Door / Agencies, Hospitals and Community agencies / Monash Community Health Service, MCH Nurses in other municipalities / medical practitioners.

Position Objectives

Your primary purpose in this position is to:

- To provide a holistic and responsive Maternal and Child Health (MCH) Service maximising the health and wellbeing of children under school age and their families in a diverse and multicultural community, including mentoring MCH students and/or new Graduate employees.
- To ensure the Department of Health Program Guidelines and Program standards are adhered to, and that City of Greater Dandenong MCH service requirements, policies and procedures meet Best Practice and Family Partnership principles.

Key Selection Criteria

You need these essential qualifications, skills, knowledge, and experience to carry out this position

- Current Australian Registration as per AHPRA registration details; a registered Nurse (Division 1) and Midwife with General Registration, and subsequent qualifications required for practice as an MCH Nurse in Victoria along with some relevant experience. Relevant skills, knowledge and experience should include:
  - o Demonstrated knowledge of all legislative, The Orange Door, Child Safe Standards, Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS), Department of Human Services (DHS) Child Protection protocols and requirements and completed Sleep and Settling Model of Care Training.
  - o Specialist knowledge and experience working with client families with young children and of the Victorian Maternal & Child Health Program as well as utilisation and understanding of evaluative frameworks.
  - o Demonstrated ability to establish an effective working rapport and positive relationships with a wide range of client families including children and young people, service providers and agency professionals, based upon family partnerships principles.
  - o Demonstrated ability to work as an effective team member of a multi-disciplinary team including the ability to prioritise time and organise workload, preferably within a culturally diverse community including sound project / program development and delivery skills.
- Demonstrated excellent interpersonal and verbal and written communication skills, especially when working with client families, as well as intermediate computer skills, including a working knowledge of MCH IT software and a sound knowledge of the Microsoft Office suite of products.

You must hold and maintain these licences, registrations, certificates

☒ Working with Children's Check
☒ Police Check
☒ Current Driver's Licence
☒ ongoing First Aid and CPR (specify), including:
  ☒ Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Service Provision</u>	• Comply with all legislative, The Orange Door, Child Safe Standards, FVISS, CISS, DHS Child Protection protocols and requirements, in conjunction with Team Leader(s) when a notification is required. • Using the PEDS questionnaire, other relevant resources and expertise, and the Brigance screening tool when required. • Provide information and support to parents on the health, development, growth, and behaviour of children (0-school age) and provide current knowledge of local services to client families. • Provide anticipatory guidance, appropriate management and or referral to parents/ caregivers. • Follow up missed visits through the 'Missed Visit' reports. • Provide outreach services, which includes home visiting to houses and units across the municipality including families having difficulty accessing the MCH service. • Ensure KAS appointments are made in a timely and accurate manner and with interpreters are booked as required by the Business Support team. • Build on partnerships with other service providers, to encourage client families to access these services, including playgroups and kindergarten. • Promote prevention and early intervention strategies and referrals to appropriate specialist services. • Maintain MCH Centres as safe, family friendly venues and contribute to team initiatives and group work. • To liaise and refer to specific programs or activities including Enhanced MCH, Breastfeeding, Outreach, Immunisation, Parenting or Sleep and Settling groups.

<u>Involvement in MCH Program Areas</u>	• Work in specific program areas, which may include but are not limited to:
	   o Enhanced program
	   o Breastfeeding support
	   o Opportunistic immunisation
	   o Sleep and Settling program
	   o Aboriginal outreach
	   o Refugee health.
	
	• Mentoring MCH students and/or new Graduate employees

<u>First Aid Activities</u>	• Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst receiving Council services or while using Council facilities. • Undertake quarterly checks of the supplied First Aid kit to ensure it is compliant. • Assist with any incident investigations and unresolved issues connected with the use of first aid supplies. • Provide first aid within your office as required.
<u>Working out of Hours</u>	• This position may require participation in an on-call roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	   o zero tolerance of racism and expectations that staff will act on incidents of racism
	   o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☐   Not required.

☒   This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*	☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*	☐	☒	☐	☐
Communicating with others – Verbally	☐	☐	☐	☒
Communicating with others - Written	☐	☐	☐	☒
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*	☐	☐	☐	☒
Concentrating – *high levels of concentration required while completing required tasks*	☐	☐	☐	☒
Planning and sequencing tasks and activities	☐	☐	☐	☒
Decision making – *required to exercise sound decision making while completing all aspects of the position*	☐	☐	☐	☒
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*	☐	☐	☐	☒
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*	☐	☐	☐	☒
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*	☐	☐	☐	☒
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*	☐	☐	☐	☒
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond*	☐	☐	☐	☒

Cognitive Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
individual's personal control				
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*	☐	☐	☐	☒

Physical Requirements

☒   This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

☐   This position requires a vision test

☐   This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures				
Sitting – *stay in a seated position*	☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*	☐	☐	☒	☐
Walking – *In an upright position, moving more than 3 steps*	☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*	☒	☐	☐	☐
Non-manual handling				
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*	☒	☐	☒	☐
Kneeling – *To lower the body*	☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*	☐	☒	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*	☐	☐	☒	☐
Reaching – *Extending arms out in any direction*	☐	☐	☐	☒
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*	☐	☐	☒	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*	☐	☐	☒	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*	☐	☐	☒	☐
Writing/typing	☐	☐	☐	☒
Climb ladders	☒	☐	☐	☐
Climb or descend stairs	☐	☐	☐	☒
Manual Handling				
	☐	☐	☒	☐

Physical Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*				
Low level work – *Performing manual handling actions at or near ground level*	☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*	☐	☒	☐	☐
Weight requirements – lift, carry, push, pull or hold				
1-5kg	☐	☐	☒	☐
5.1-10kg	☐	☐	☒	☐
10.1-15kg	☐	☒	☐	☐
15.1-20kg	☒	☐	☐	☐
Lift floor to hip	☐	☒	☐	☐
Lift waist to shoulder	☐	☐	☒	☐
Lift overhead	☒	☐	☐	☐
Pushing/pulling	☐	☐	☒	☐

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

This position is directly accountable for:

- Ensuring the delivery of a high quality MCH services at Centres and in Outreach, including mentoring MCH students and/or new Graduate employees, to client families with children under school age, from diverse and multicultural backgrounds, using current research, demographic data and community consultation processes to inform MCH practice:
  - o These resources are managed within clear unit objectives and budgets, with a regular reporting mechanism to ensure adherence to goals and objectives; and
  - o The effect of decisions and actions taken in this regard are usually limited to the quality or cost of the programs and projects being managed.
- When providing specialist advice to client families or regulating client families, the freedom to act is subject to relevant Acts, Regulations and policies and regular supervision. The effect of decisions and actions taken on individual client families may be significant, but it is usually subject to appeal or review by MCH Team Leader(s) or the Coordinator MCH.
- Where contributing to the overall development of policy, procedures and guidelines for the MCH team, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

Independently

- Use the MCH Framework methods, procedures and processes when determining day to day aspects of providing the MCH service to families and communicating with other professionals and service providers.

With Input from Team Leader(s) / Coordinator

- For secondary consultation purposes within MCH practice, which may include but not limited to cases of suspected child abuse or critical incidents, when a notification to The Orange Door, Child Safe Standards, FVISS, CISS or Child Protection is considered.
- When mentoring MCH students and/or new Graduate employees

- When needing to purchase equipment or implementing service improvements to the MCH team methods, procedures and processes.

Recommends and Identifies to Team Leader(s) / Coordinator
- Report identified priorities, trends and other relevant information to Team Leader when suggesting service improvements for the MCH team.
- Improvements to operational policies, procedures, and guidelines within the MCH team.

Guidance
- Guidance and advice are usually available from Team Leader(s) or the MCH Coordinator.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- This position requires proficiency in application of theoretical or scientific Nursing disciplines, including the underlying principles as distinct from the practices.
- Demonstrated detailed knowledge of all legislative, The Orange Door, Child Safe Standards, FVISS, CISS, DHS Child Protection protocols and requirements as well as well-developed understanding and ability to apply the Family Partnership model principles.
- Demonstrated ability to work within a multidisciplinary team, including mentoring MCH students and/or new Graduate employees, to ensure comprehensive, collaborative and streamlined service provision to families and to establish and maintain cooperative working relationships with a variety of related agencies and professionals.
- This position requires an understanding of the long-term goals and policies of the Maternal and Child Health unit and of the relevant policies of both the unit and the wider organisation.

Management and Interpersonal skills

The essential position requirements include:

- This position requires skills in managing time, setting priorities, planning and organising one's own work including mentoring MCH students and/or new Graduate employees, to achieve specific and set service objectives within the resources available and within a set timeframe, the primary focus of which will be to maximise service provision to the community through effective use of diary for appointments.
- The ability to gain cooperation and assistance from client families, members of the public and other employees in the administration of defined activities, in conjunction with the ability to liaise professionally with other service providers regarding client and service issues.
- All Nurses must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other Council functions associated with MCH service provision to resolve intra-organisational problems.
- Intermediate computer skills, including a working knowledge of MCH IT software and a sound knowledge of the Microsoft Office suite of products along with the ability to write clear and accurate reports, using the Child Development Information System (CDIS) database and other software when required.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.	• Demonstrates respect for the wide range of views and perspectives that are expressed in their teams • Contributes effectively to team meetings • Demonstrates commitment to team decisions • Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.	• Is able to explain the relationship between own work activities and the goals and objectives of the team • Prioritises work based on the needs of the team • Shares relevant information as and when appropriate • Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.	• Is active in identifying opportunities for ongoing growth and development • Seeks feedback with a view to personal and professional development • Looks for opportunities to grow skills and knowledge • Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves	• Incorporates key issues impacting the broader environment into the way they undertake their work • Responds flexibly to change • Shows resilience in times of change • Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control	• Demonstrates a willingness to take informed risks in solving client issues • Ensures tasks are consistently completed to the required standard • Responds promptly and appropriately to requests for service • Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards	• Is friendly and responsive to clients/customers • Strives to deliver quality client/customer outcomes • Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	• Accepts personal responsibility for outcomes within their control • Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience • Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement • Models Greater Dandenong's ethical and organisational standards

	• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.