

Position Title	Environmental Health Officer
Directorate	City Futures
Department	City Development
Team	Public Health
Classification	Band 6
Date	June 2026
Reports to:	Coordinator Public Health
Supervises:	Nil
Internal Liaison:	Municipal Building Surveyor / Coordinator Public Health / Senior EHO / Health Officers and Local Laws / Event Staff.
External Liaison:	Customers, Business operators, Developers, Landowners, General Public, Courts, State Government agencies i.e. DH, Melbourne Water, EPA.

Position Objectives

Your primary purpose in this position is to:

- Undertake monitoring, educational and enforcement activities, to maintain and improve Public and Environmental Health in the City of Greater Dandenong, resulting in the improved well-being of the wider community.
- Effectively undertake and complete activities/projects to resolve problems and respond to customer service requests.
- Assist the Coordinator Public Health in service planning, improvements to work procedures, systems, and operations.

Key Selection Criteria

- Degree (Public and Environmental Health) or recognised equivalent with some relevant experience, or alternatively through lesser formal qualifications and substantial relevant experience. Relevant skills, knowledge and experience should include:
 - Demonstrated knowledge and interpretation of the Food Act, Public Health & Wellbeing Act, as well as other related Legislation, Regulations and Codes.
 - Knowledge / experience of Food Operations additional to Regulatory requirements and / or of Legal and Court proceedings.
 - Experience working across other Municipal functions, supporting Compliance activities, e.g., Emergency Management.
- Demonstrated excellent Customer Service and Conflict Resolution skills, communicating effectively, efficiently, and respectfully, resolving issues for a diverse range of external customers, preferably with experience in a culturally and linguistically diverse (CALD) community.
- Demonstrated organisational skills, developing / maintaining (Public Health) Case Management systems within a team environment, and managing own workload.
- Demonstrated well-developed skills in Microsoft Office applications such as Word, Excel, and Outlook, as well as associated Council data management systems, and a familiarity with relevant budgeting techniques.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Compliance	• Conducting programmed and ad hoc inspections, investigations and activities relating to the functions of the Public Health Unit, assessing compliance with relevant legislation, issuing notices, permits, licences and registrations in accordance with relevant legislation and Council and Unit policy, Service plans, procedures, and guidelines. • Ensure a positive and performance-based approach is taken towards Public Health activities. Ensure that enforcement where essential is carried out in a timely, firm, and courteous fashion. • Subject to direction of the Coordinator, prepare evidence, detailed statements, and prosecution briefs to represent the Council in legal proceedings.
Advisory Services	• Providing clear and concise quality specialist advice to customers, ensuring that business operators meet their obligations associated with the Food Act, Public Health and Wellbeing Act, other legislation, regulations and associated relevant Codes, by advocating and/or mediating as appropriate with relevant parties for the resolution of issues affecting food surveillance and safety, Public Health, and amenity issues within the municipality.
Business Unit Responsibilities	• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees in relationship to regulatory activities.
Team Effectiveness	A demonstrated ability to work in a team environment and actively participate as a committed Team Effectiveness. • and valued team member to ensure a cohesive approach to achieving team and corporate objectives. • Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.
Working out of Hours	• This position may require participation in an on call or availability 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 found on The Source > [Capability Framework | Greater Dandenong Council](#)

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 found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

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: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Support Council's 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 on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☒ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call or availability roster. (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	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 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 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	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 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		☒	☐	☐	☐
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		☐	☐	☐	☒
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
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		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☐	☒
5.1 – 10kg		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Working independently in undertaking a designated caseload, seeing matters through to completion, as well as contributing to unit goals as a member of a cohesive and efficient team, utilising effective planning and project management skills,
- Where responsible for managing resources, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken in this regard is usually limited to the quality or cost of the programs and projects being managed.
- Resolving sometimes complex Public Health problems through advocacy, liaison with external stakeholders, customers, community groups and State government organisations, including maintaining an up-to-date knowledge of rapidly changing food legislation and associated codes.
- When providing specialist advice and/or regulating customers, the Environmental Health Officer's decisions and actions taken are subject to regulations and policies and regular supervision and the impact on decisions on individual customers may be significant, but it is usually subject to appeal or review by more senior employees.
- Assisting the Coordinator and Senior EHO to identify potential improvements to work processes / customer service and administrative support functions within the team.
- Where providing formal input to policy development or procedure improvement 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 procedure development.
- Managing correspondence allocated to the position, to ensure that statutory obligations are met in regard to applicable legislation and that any associated permits, actions or reply to the correspondence is completed within agreed corporate time limits.

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 and unit templates.
- 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

- The position independently makes decisions based on day-to-day management and scheduling of allocated work, resolving minor issues with customers, within agreed parameters.
- The impact of decisions made, and the calibre of advice given may have a significant effect upon more senior staff particularly regarding legislative compliance, misinterpretation, or inconsistent implementation, but these are usually subject to appeal or review by the Manager, Director and/ or the CEO.

In consultation with the Coordinator Public Health

- Reports relevant issues to the Coordinator and/or Senior EHO.

Recommends and Identifies to the Coordinator Public Health

- Makes recommendations about Policy, Service or Administration improvements when considered necessary.

Guidance

- Guidance and advice are usually available from other Public Health staff and Coordinator.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific Public Health discipline, including the underlying principles as distinct from the practices, including but not limited to:
 - Demonstrated knowledge and interpretation of the Food Act, Public Health & Wellbeing Act, as well as other related Legislation, Regulations and Codes,
 - Demonstrated ability to develop and maintain efficient and effective Public Health case management systems within a team environment, as well as managing one's own workload, ensuring a cohesive approach to achieving team and corporate objectives, contributing to the success of the Public Health unit.
 - Communicating effectively with areas of Council through the ability to explain complex Public Health issues to staff to ensure that all necessary information is collected and incorporated in a timely manner,
- An understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Well-developed skills in Microsoft Office applications in Word, Excel and other associated Council data management systems, and a familiarity with relevant budgeting techniques.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time and planning and organising own work in predetermined order of priority to support the achievement the objectives, including implementing, reviewing, and maintaining efficient and effective planning processing and decision-making administration systems.
- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.
- Well-developed written communication skills to prepare routine correspondence, reports, templates, and other documents.
- Well-developed oral communication to articulate issues with application processing administration matters as well as the need for administrative changes to planning applications after assessment.
- Ability to gain the cooperation and assistance of officers, customers, members of the public, other employees, and external stakeholders in the administration of well-defined activities and in the supervision of employees where applicable to facilitate efficient application processing and planning outcomes, ensuring all correspondence, requests and documentation is registered, recorded, and actioned in line with key performance indicators.

Verification & Approvals

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

	Name	Signature	Date
Occupant			