

Position Title	Maternal and Child Health Business Support Officer
Directorate	Community Strengthening
Department	Community Wellbeing
Team	Maternal and Child Health
Classification	Band 4
Date	June 2026
Reports to:	Team Leader Administration and Early Parenting
Supervises:	N/A
Internal Liaison:	MCH Team including: <ul style="list-style-type: none"> • MCH Coordinator / MCH Team Leaders / MCH Nurses • Enhanced Maternal and Child Health Staff • Early Parenting Support Officers / Business Support Officers • Other Council departments
External Liaison:	<ul style="list-style-type: none"> • Hospitals including Extended Postnatal Care • Families

Position Objectives

Your primary purpose in this position is to:

- Provide business support to the department and unit coordinator as required ensuring an efficient and effective day-to-day operation of the department.
- Ensure business information and tasks are coordinated, up-to-date, readily accessible and completed on time.
- All written communications are clearly and concisely presented, on time, address the issue at hand and confidentiality is maintained at all times.
- Provide accurate, reliable, confidential, and courteous service, to families and service providers utilising the MCH service.
- Provide efficient and effective business support to the MCH Team.

Key Selection Criteria

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

- Certificate IV in Business Administration or similar or alternatively demonstrated experience performing a broad range of Business Support functions, preferably responding to situations involving people from culturally and linguistically diverse (CALD) communities.
- Demonstrated understanding of issues relating to children's health (0-6 years) and knowledge of the Victoria MCH Service and of the broad range of other services and activities for families with young children.
- Well-developed interpersonal, written, and verbal communication skills to enable:
 - the preparation of routine internal and external correspondence and reports as required; and
 - daily telephone contact with MCH clients / staff as well as other related services including hospitals and other LGA's.

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 (Employee 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:

Customer Service	<ul style="list-style-type: none"> Promote a positive image of the council to members of the community through professional standards of personal presentation and through the provision of service/advice in a courteous and efficient manner. Maintain up to date and competent knowledge of Family and Children services. Respond to Business Unit phone enquiries as required, delivering high quality customer service.
Involvement in MCH Program Area	<p><u>Client Appointment System/ data base</u></p> <ul style="list-style-type: none"> Maintain the client appointment system/data base for all MCH centres providing the community with information and bookings as required. Arrange and reschedule client appointments by phone, letters, email, and SMS as required. <p><u>Birth Notifications</u></p> <ul style="list-style-type: none"> As the nominated person to receipt the birth notification on behalf of the Chief Executive Officer of City of Greater Dandenong (CGD) within 48 hours of the child being born, ensuring the schedule of Key Ages and Stages (KAS) is being met. As per Birth Notification protocol, process birth notifications as required, communicating with external stakeholders where additional information is needed. Ensure that the privacy and confidentiality guidelines are adhered with the receipt of the Birth Notification. <p><u>Interpreter Service</u></p> <ul style="list-style-type: none"> Organise interpreter service bookings when required for all KAS and additional consultations.
Business Support to Unit	<ul style="list-style-type: none"> Assist with the general administrative duties relating to the preplanning and delivery of functions, services and events noting that service delivery support may include a requirement to work additional hours or attending out of hour's events from time to time. Assist with the provision of document preparation, responding to general correspondence, collating information for reports and submissions and preparing agendas and minutes. In association with relevant Unit Coordinators, Team Leaders or officers assist with arranging community consultation forums, meetings, and events. Source quotations and prepare purchase orders for office stationery and other goods and/or services as required. Undertake administrative duties as required by the Unit Coordinator or Team Leaders. Ensure that all Unit databases are up to date and accurate. Ensure customer enquiries are resolved in a proactive way. Ensure all hard copy and electronic filing systems are accurately and efficiently completed. Cooperate with other staff members to ensure that all duties are carried out promptly and efficiently within a team environment. Assist with MCH meetings, as required. Attend Business Support meetings as scheduled
MCH Centre Business Support and Equipment	<ul style="list-style-type: none"> Assist with the Business Support requirements for each MCH Centre. Collate and pack required information and supplies for MCH Centres in preparation for the courier pick up Monthly.
Business Support to Department	<ul style="list-style-type: none"> Support the Manager Community Wellbeing when required. Assist with department telephone and other enquiries as needed. Participate in department and organisational business support tasks as required. Participate in continuous improvement activities within the service. Contribute to improving process quality and service turnaround times.

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	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
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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, stand-by 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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (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

This position requires a vision test

This position requires a hearing

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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Twisting/trunk rotation – <i>Rotating the body to one side or the other without moving the feet</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:

- Providing a direct support service and information to the MCH team and clients and/or to the MCH Leadership Team.
- The overall tasks and duties required of the position generally fall within specific unit guidelines but with the opportunity to exercise discretion in the application of standards and operating procedures.
- Sufficient freedom to plan and organise work at least a week in advance:
- The effect of decisions and actions are usually limited to the Business Support Officer function, other MCH team members or clients, or to internal Community Services Directorate procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Works under the direction of the MCH Team Leaders with the objectives of the MCH administration / business support work being well defined.
- Guidance and advice are always available from the MCH Leadership Team within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes and function of the role within the MCH business unit including relevant policies, regulations, and precedents as well as an understanding of the goals of the unit and where appropriate an appreciation of how this contributes to the goals of the wider organisation.
- Proficiency in the application of standardised MCH procedures, practices, relevant Acts and Regulations and an understanding of relevant precedents and previous decisions relevant to the Business Support Officer function.

Management & Interpersonal skills

The essential position requirements include:

- The incumbent is required to gain the cooperation and assistance of members of the department, clients, and other employees in the efficient delivery of Business Support of the department’s activities and in the training of other employees in these systems where applicable.
- Demonstrated sound interpersonal, written, and verbal communication skills to enable the preparation of routine internal and external correspondence and reports within agreed timeframes to meet the service needs of the MCH unit.

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			