

## Position Description

<b>Position Title:</b>	<b>Business Support Officer</b>
<b>Business Unit:</b>	Maternal and Child Health (MCH)
<b>Department:</b>	Community Wellbeing
<b>Directorate:</b>	Community Services
<b>Classification:</b>	Band 4
<b>Date:</b>	June 2021
<b>Reports to:</b>	Team Leader of Parenting and Business Support
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	MCH Team including: <ul style="list-style-type: none"> <li>• MCH Team Leaders</li> <li>• MCH Nurses</li> <li>• Enhanced Maternal and Child Health Staff</li> <li>• Business Support Officers</li> <li>• Early Parenting Support Officers</li> <li>• Peer Educators</li> <li>• MCH Coordinator</li> <li>• Other Council departments</li> </ul>
<b>External Liaison:</b>	<ul style="list-style-type: none"> <li>• Hospitals including Extended Postnatal care</li> <li>• Families</li> </ul>

### 1. Position Objectives

The primary objectives of the position are 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 consultation is maintained at all times.
- Provide accurate, reliable, confidential and courteous service, in particular to families using the MCH service.
- Provide efficient and effective business support to the MCH Team.

### 2. Key Responsibility Areas / Position Specific Responsibilities *\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

#### Customer Service

- 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 – CLIENT APPOINTMENT SYSTEM

- Maintain the client appointment system for all MCH centres providing the community with information and bookings as required.
- Arrange and reschedule client appointments by phone, letters and SMS as required.

#### Involvement in MCH Program Area – BIRTH NOTIFICATIONS

- 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.

### Involvement in MCH Program Area – INTERPRETER SERVICE

- Organise interpreter service bookings when required for all KAS and additional consultations.

### Business Support to the Unit

- 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.
- Create and manage a resource library (both electronic and hardcopy) for the Unit.
- 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 each year.

### MCH Centre Business Support and equipment

- 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 fortnightly.

### Business Support to Directorate

- Where required support the Executive Support Officer to the Director Community Services including RDO's and other circumstances.
- Assist with Directorate telephone and other enquiries as needed.
- As required participate in Directorate and organisational business support tasks as required.
- Participate in continuous improvement activities within the service.
- Contribute to improving process quality and service turnaround times.

## **3. Overall Position Accountability and Authorities**

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:
  - a) according to child's date of birth and predetermined urgency to effectively support MCH staff to complete all home visits and KAS within the Key Age Stage Framework guidelines:
    - that telephone messages are responded to promptly within 24 hours of receiving.
    - Birth notification inbox, emails from hospitals and EPC correspondence is responded to in a timely manner.
    - receipt and file of birth notifications.
  - b) to effectively support MCH unit staff according to predetermined importance and urgency to complete all unit functions within planned guidelines, particularly:
    - That telephone messages are responded to promptly within 24 hours of receiving,
    - Messages are delivered promptly via daily SMS appointment reminder service,
    - Assist and support department staff and where appropriate other external agencies in all relevant administration processes for the efficient and effective delivery of MCH services
    - Preparation of purchase orders for supplies of stationery, printed items and other materials as required ensuring Stationary budget is maintained when ordering supplies, accounting for, and filing receipts of goods as they are received,

- Assist with maintaining accurate, up-to date department databases and records, processing and producing all routine correspondence and reports including routine external correspondence within agreed timeframes to meet the service needs of the MCH unit,
- 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.

#### **4. Judgement and Decision-Making Skills**

Judgement and decision making will be 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.

##### Independently:

- Respond to customer enquiries effectively including making and adjusting MCH client appointments effectively, maintaining awareness of other services and support within the community that complement the MCH function, in order to inform clients accurately.
- Organise various department administrative tasks according to predetermined priorities to meet service delivery requirements in accordance with Council and corporate timetables.
- Encouraging open communication with and between MCH team staff and other council business units including providing feedback on routine department Business Support and reporting procedures.
- Working effectively within the multidisciplinary MCH teams and to related departments in order to provide good internal customer service / administrative support.

##### With Input from the Team Leaders/Coordinator:

- Undertake new administrative procedures for the department, particularly those involving database systems.
- Make decisions regarding the presentation of correspondence, reports and meeting agendas / minutes.
- Maintain an effective client booking system, in the face of ever-changing client needs and nurse availability.
- Monitor information and equipment requirements in the Maternal & Child Health Centres and participate in maintenance activities.

##### Recommends and Identifies to the Team Leaders/Coordinator:

- Improvements of administrative procedures towards the effectiveness of the delivery of department services.

##### Guidance:

- Guidance and advice are always available from the Team Leaders within the time available to make a choice.

#### **5. Specialist Skills and Knowledge**

The essential position requirements include:

- 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.
- Demonstrated capacity providing high quality administrative support using the Microsoft Office suite of products including Outlook and Excel along with proficiency in use of the MCH data System and demonstrated ability to learn and utilise new software, e.g. Objective.

#### **6. Management and Interpersonal skills**

The essential position requirements include:

- Demonstrated effective skills managing time, planning and organising one's own work, including:
  - attention to detail and proven ability to manage multiple administrative tasks within a busy customer focussed team environment; and
  - ensuring tasks are completed to required standards within applicable deadlines.
- 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; and
  - daily telephone contact with related services including hospitals and other LGA's to both seek and provide information regarding clients.

## 7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:


### Essential

- 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
- A current valid [and ongoing] Victorian Drivers Licence as well as satisfactory (and ongoing) Working with Children Check supplied prior to offer of employment and commencement.


### Verification

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

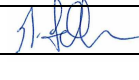
#### Prepared by:

<b>Name:</b>	Cathie Arndt	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Manager:

<b>Name:</b>	Marcus Forster	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Director:

<b>Name:</b>	Martin Fidler	<b>Signature:</b>	
<b>Date:</b>	June 2021		

#### Position Occupant:

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

### Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Cathie Arndt

Signature

Cognitive Demand	Yes	No
Regular communicating with team/work mates	X	
Regular communicating with others	X	
Verbal instruction and supervision of others		X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

## Position Description

### APPENDIX 1

#### Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

##### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed 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.

##### Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.