

Position Title	Immunisation Support Officer
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing
Team	Immunisation
Classification	Band 4
Date	December 2024

Reports to:	Coordinator Immunisation
Supervises:	None
Internal Liaison:	<ul style="list-style-type: none"> Immunisation team including other Immunisation Support Officers, Immunisation Nurses, Immunisation Coordinator Community Wellbeing Business Support Officers, and staff as well as other departments in Council
External Liaison:	<ul style="list-style-type: none"> Clients / Department of Health / Department of Education Hospital and Community agencies Settlement agencies / Vaccine supply agencies Australian Immunisation Register

Position Objectives

Your primary purpose in this position is to:

- To provide efficient and accurate administrative and project support to the Immunisation team to provide a safe, efficient, and effective Immunisation service to all children living or being educated in the municipality.
- Deliver a confidential and courteous administration service to families within a range of Immunisation programs, as well as all colleagues and stakeholders.

Key Selection Criteria

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

Essential

- Certificate IV in Business Administration or alternately, knowledge and skills gained through on-the-job training commensurate with the requirements of a comprehensive health service administration position.
- Demonstrated ability to establish an effective working rapport and positive relationships with a wide range of families including children and young people, service providers and agency professionals.
- Demonstrated ability to work as an effective team member of a multi-disciplinary team including the ability to plan and organise workload at least a week in advance.
- Experience working within a Culturally and Linguistically Diverse (CALD) community.
- Demonstrated interpersonal and verbal and written communication skills, especially when working CALD families.
- Demonstrated intermediate computer skills, including sound knowledge of the Microsoft Office suite of products.
- This position is ongoing, rostered across Monday to Friday, with some Saturdays and evening work for immunisation session provision included within normal hours.
- A current (and ongoing) valid Victorian Driver's Licence, as well as satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.

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
- ongoing First Aid and CPR (specify) including:
 - Provide First Aid (Level 2)
 - Provide First Aid in an Education and Care Setting
 - First Aid Management of Anaphylaxis.

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Service Provision	<ul style="list-style-type: none"> • Provide administrative support: <ul style="list-style-type: none"> ○ At all Immunisation sessions in accordance with Department of Health (DH) guidelines, maintaining up to date knowledge of vaccination schedules according to the National Immunisation Program (NIP), including at outreach services at several locations in the municipality to ensure access for clients in all locations. ○ Providing clients with access to written translation and interpreter services (when appropriate) when working with clients with limited English language proficiency. ○ Maintaining systems to ensure clients return for scheduled follow up vaccination, utilising existing communication methods of phone/mail/email and SMS, ensuring the confidential storage, and archiving of all consent cards and personal contact details of all clients. ○ Maintaining accurate records of vaccination on Central Immunisation Register of Victoria (CIRV) / Australian Immunisation Register (AIR), as well as accurate databases for statistical purposes. ○ At team meetings by taking of minutes and general administrative support to the Immunisation Coordinator as required. ○ Preparing purchase orders and invoicing for approval by the Immunisation Coordinator. ○ Assisting in the preparation and distribution of promotional resources for City of Greater Dandenong Immunisation programs and services. ○ Support other staff members in training of Immunisation administration systems as required.
Immunisation Emergency Management Role	<ul style="list-style-type: none"> • Maintain yearly qualification in CPR, and (as required) First Aid training (can be obtained post commencement). • Provide assistance to the Immunisation Nurses in the event of a medical emergency.
Involvement in Immunisation Program Areas	<ul style="list-style-type: none"> • Provide administrative support for: <ul style="list-style-type: none"> ○ Childhood Immunisation Program as per the National Immunisation Program (NIP), including attending Immunisation sessions as administrative support with computer database input, client education, and support for Immunisation Nurses in case of medical emergencies. ○ Victorian Secondary School Program, including and not limited to distribution and collection of Secondary School Program consent, data management of consent, strategies to increase consent return. ○ Provide administrative support for the Council staff vaccination program. ○ Provide administrative support for the <i>Fee For Service Program</i> – including financial responsibilities for coordinating payments via point of sale and issuing receipts.

Emergency Management - Pandemics	<ul style="list-style-type: none"> • Provide administrative support for Immunisation services for pandemics as directed by the Coordinator Immunisation and Emergency Management Committee.
First Aid	<ul style="list-style-type: none"> • Administer First Aid in line with job requirements for Immunisation sessions, as required, including to other members of the public who may be injured or unwell whilst receiving Council services or while using Council facilities. • Undertake quarterly checks of the Immunisation supplied First Aid kit to ensure it is compliant. • Assist with any incident investigation processes and unresolved issues connected with the use of First Aid supplies.

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.

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"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
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.

	<ul style="list-style-type: none"> 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.

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.

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

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	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		<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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>the position within defined scope</i>					
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including production demands, dealing with challenging customers/clients, 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 checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion.
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
	<i>where the fingers are extended</i>				
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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:

- Undertaking administrative tasks to assist the Immunisation team to effectively deliver program objectives in order of predetermined priority within agreed timeframes.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ethical work standards and a high level of integrity is maintained at all times including, but not limited to the privacy and confidentiality of client information and records.
- Provide information and support to clients and stakeholders surrounding Immunisation issues.
- Plan and organise workload at least a week in advance according to predetermined priorities to ensure that all tasks are carried out efficiently and to a high standard and within the requisite deadlines.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs, or clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

Independently:

- The objectives of providing administrative support to the usual day to day immunisation services to families and communicating with professionals and other service providers are well defined.
- Carry out various Community Wellbeing department administrative tasks according to predetermined priorities to meet team requirements in accordance with Council and corporate timetables.
- Report administrative system issues to the Immunisation Coordinator for improvements to be made to routine department administration and reporting procedures.

With Input from the Immunisation Coordinator:

- Assist in the implementation of service improvements and new administrative procedures for the department.
- Make decisions regarding the presentation of correspondence, reports, and meetings.

Recommends and identifies to the Immunisation Coordinator:

- Trends and relevant information as well as opportunities for improvements to operational policies, procedures, and guidelines within the Immunisation team.

Guidance:

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

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- This position requires proficiency in undertaking administrative duties related to a range of Immunisation services including proficiency in the Microsoft suite of products such as Word and Excel as well as data storage systems such as Objective.
- Work within a multidisciplinary team to ensure comprehensive and streamlined service provision to families and establish and maintain cooperative working relationships with a variety of related agencies and professionals.
- This position requires an understanding of the function of the Immunisation services including relevant policies, regulations and precedents and an understanding of the long-term goals and policies of the Community Wellbeing department and Council.
- Proficiency with CIRV and the application of standardised procedures practices, Acts and Regulations to the National Immunisation Program and an understanding of relevant precedents, previous decisions.
- This position requires yearly reaccreditation for CPR and (as required) First Aid training.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, planning, and organising one’s own work in order to provide a high-quality administrative support to a range of Immunisation services to families from diverse and multicultural backgrounds.
- The ability to provide other employees with guidance, advice, and training on routine technical, procedural, or administrative matters.
- The ability to gain the cooperation / assistance from and rapport with clients, developing responsive and trusting relationships with families, members of the public and other employees and service providers in the administration of well-defined activities as well as in the training of employees where applicable.
- The ability to prepare routine correspondence and write clear and accurate reports, using the CIRV and AIR database and other software when required.

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			

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

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.

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.

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.

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.

