

Job title: Maternal and Child Health Team Leader	
Classification: MCH	Effective Date: March 2024
Reports to: Maternal and Child Health Coordinator	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

In consultation with the Maternal and Child Health Coordinator this position will coordinate, supervise, lead and provide clinical guidance to staff within the Maternal and Child health Team; supporting the achievement of the strategic and operational quality standards.

Key Responsibilities

Position Specific Responsibilities

- Undertake planning and implementation of the operational aspects of the Maternal and Child Health Service in accordance with the professional and service standards and funding and service agreements; including the day to day operational support for the MCH administration team, MCH Centre's, programs and staff leave.
- Assist in the development and implementation of quality systems and standards within the Maternal & Child Health program
- Maintain professional standards and provide leadership to the Maternal and Child Health team, supporting collaboration across the Maternal and Child Health Centre's and programs.
- In collaboration with the Maternal and Child Health Coordinator supervise and manage the Maternal and Child Health team; including clinical observations, mentoring, clinical supervision, workload monitoring, debriefing, secondary consultation, professional development reviews and performance management.
- Support and monitor the collection of relevant MCH documentation and database information as part of the delivery of service and reporting requirements.
- Assist in the recruitment, orientation and development of support programs for students, graduates and all new maternal and child health staff.
- Provide leadership and support the operational management of the Enhanced Maternal and Child Health team in conjunction with the MCH Coordinator. Including regular monitoring of staff workload, triaging and compliance with the EMCH program standards.
- In collaboration with the Maternal and Child Health Coordinator participate in strategic planning for MCH future directions at Whitehorse Council, including the management, coordination and implementation of specified projects.
- Supplementary role in Universal MCH service as per Whitehorse MCH workforce planning

- May be required to fulfill on-call operational duties as necessary to ensure seamless coordination and response within the MCH team
- Provide leadership and support the operational management of the Supported Playgroup Program in conjunction with the MCH Coordinator.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: The position is responsible for assisting in the resource management and allocation within a set budget

Staff responsibility: The position is responsible for the supervision and leadership of MCH Nurses, administration staff, MCH students, Supported Playgroup Officer and other professionals employed within the MCH program.

Decision Making:

- Work with the Coordinator to develop creative solutions where established policies and procedures may not be available.

- Identify and analyse an unspecified range of options before a decision is made.
- Ability to work independently to set project parameters.
- Ability to use initiative, develop options and discuss and resolve problems.
- Ability to handle a variety of complex tasks/problems concurrently with minimum supervision, escalating to MCH Coordinator when required.

Key Relationships

- Liaise with staff and management across the organisation.
- Maintain professional relationships with external bodies such as relevant Government Departments, Local Government areas and allied health professionals.
- The position is required to maintain a professional relationship with MCH Leadership team members

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification as a Maternal & Child Health Nurse is essential.
- Registration with AHPRA
- Sound knowledge of MCH practice including up-to-date theoretical and practical knowledge of family and child health and development.
- Skills in managing time, resources, setting priorities, organising workloads and monitoring performance to achieve set objectives in the most efficient way possible, within the resource and time available.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.
- Understanding of the current context in which MCH Services operate, especially around policies, guidelines, standards of practice and legislation that applies to the service.
- Demonstrated ability to support the development and implementation of key changes in MCH service delivery that align people, process and service
- Knowledge of Local Government environment and Council protocols.

Technology

- Must be proficient in the use of CDIS and MS Office Suite mainly Word, Excel, Email.
- Effective skills in research and the evaluation of raw and secondary data.

Interpersonal

- Excellent interpersonal skills, including the ability to discuss, build trust and resolve issues of concern to staff and service users
- Sound experience in managing teams including an ability to lead, motivate and develop team members
- Understanding of team dynamics and effective strategies to create and maintain a cohesive team.
- Proven ability to collaborate effectively, build trust and gain co-operation and assistance with other services, building on existing and new partnerships.
- Demonstrate a high level maturity in customer service provision.
- Effective time management and skills.

Key Selection Criteria

- Qualified, experienced Maternal & Child Health Nurse — current registration with AHPRA
- Excellent interpersonal skills, including the ability to discuss, build trust and resolve issues of concern to staff and service users
- Understanding of the current context in which MCH Services operate, especially around policies, guidelines, standards of practice and legislation that applies to the service.
- Sound experience in managing teams including an ability to lead, motivate and develop team members
- Demonstrated ability to support the development and implementation of key changes in MCH service delivery that align people, process and service

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: