



WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

Quality Assurance Coordinator / Senior Environmental Health Officer

Classification: Band 7 Annualised

Effective Date: October 2022

Reports to: Team Leader Environmental Health

Tenure: Full Time

Goal Statement

- Contribute to the development and achievement of the Environmental Health Unit's business and service plans and meet individual performance objectives.
- To oversee the development, review and implementation of operational policies, procedures and practice standards, incorporating best practice principles, continuous improvement strategies, and quality and cost effective services.
- Contribute to the implementation of health protection programs in the areas of food safety management, infectious disease surveillance, immunisation, environmental protection and tobacco control.
- Deliver a range of public health strategies and support services that protect, promote and enhance public and environmental health that meet client expectations; with a focus on cost effective service delivery and commitment to quality and continuous improvement principles.

Key Responsibilities

Position Specific Responsibilities:

- Provide specialist advice and support to Team Leader Environmental Health, as required, on all matters pertaining to operational, compliance and policy matters relevant to the Environmental Health team and develop solutions to new problems or opportunities.
- Identify and develop policy options and procedures and processes to identify and resolve problems, implement improvement opportunities and ensure a culture of quality and continuous improvement, industry best practice and customer service excellence across the Unit.
- Assist the Team Leader to evaluate programs, monitor and analyse performance indicators to ensure planned outcomes are met.
- Support and contribute to the development and motivation of staff and long term staffing strategies. .
- Assist the Team Leader by providing input into the development and management of the budget.
- Ensure service agreements and requirements are met of any funding body.
- Foster effective working relationships with other service providers, industry and the community, which enhance planning and implementation of new strategies
- Assist the Team Leader in business planning for future development of projects and initiatives relevant to portfolio responsibilities.
- In conjunction with the Team Leader review administrative processes and systems to ensure efficient, flexible and responsive service delivery
- Participate in local, regional and state-wide committees, as required.

- Assist with the development and implementation of seminars, presentations and related health education and promotional activities as required.
- Assist with the formulation and implementation of strategies arising from the Municipal Public Health and Wellbeing Plan.

Environmental Health Role:

- Carry out statutory functions of an Environmental Health Officer under the Food Act 1984, Public Health & Wellbeing Act 2008, Environment Protection Act 1970 and Tobacco Act 1997 through delivering a range of quality, professional and customer responsive services across the organisation and the community.
- Conduct assessments of food businesses and registered premises under the Public Health and Wellbeing Act in accordance with Council's 5 Star Hygiene Rating system.
- Investigate all complaints in regard to registered premises under the Food Act and Public Health & Wellbeing Act and report on all matters as part of the investigation process.
- Investigate nuisance related complaints under the Public Health & Wellbeing Act and report on all matters as part of the investigation process.
- Contribute to the annual food sampling program to verify food safety standards, including participating in regional and state-wide surveys and in response to consumer complaints.
- Investigate all notifiable communicable diseases in accordance with relevant guidelines.
- Contribute to the regular monitoring, testing and sampling of public swimming pools and spas as required.
- Conduct surveillance and environmental sampling of waterways as required.
- Conduct tobacco education and enforcement visits in accordance with relevant service agreements.
- Assess public health risks when responding to internal referrals with an aim of identifying and minimising negative health impacts.
- Where applicable assess applications for domestic wastewater system installations, carry out all necessary inspections and issue permits accordingly.
- Assist with the delivery of immunisation sessions in setting up venues and processing clients.
- Ensure that timely and quality advice is provided to the Team Leader Environmental Health on public health issues likely to impact on Council and/or the municipality.
- Carry out after hours work in accordance with roster including responding to after-hours emergency call outs on a rotational basis.
- Prepare and issue enforcement notices and instigate legal proceedings, including prosecution, for offences of environmental health legislation.
- Perform duties in accordance with Council's Municipal Emergency Management Plan and Public Health Sub-Plan and provide support in the areas of relief and recovery, as required.

Corporate Responsibilities:

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Authority

Budget: Contribute into the development of departmental budget/programs.

Staff Responsibility:

- Required to lead and monitor performance objectives of Student EHO and responsible for coordinating staff with respect to the development, review and implementation of operational policies, procedures and practice standards. Provides specialist advice to EHOs to contribute to the resolution of problems and professional development.

Judgement and Decision Making:

- Ability to research, investigate, identify, solve problems and make decisions independently, without supervision. The work is specialised using procedures, practices, guidelines and the application of professional knowledge developed through experience and theory. The incumbent will be able to identify when the established techniques are not appropriate.
- Ability to make decisions based on statute, procedure, policy and/or established guidelines to ensure that statutory obligations and Council policies are met.
- Ability to identify and analyse an unspecified range of options before recommendations can be made. Skilled at assembling adequate information and using such information to determine appropriate decisions.
- Prepare legal proceedings for routine prosecutions relating to standard breaches of environmental health laws but would seek legal advice for issues of a complex nature.
- Guidance is not always available within the organisation.

Accountability and Extent of Authority:

- Perform duties as prescribed under the Food Act 1984, Public Health & Wellbeing Act 2008, Environment Protection Act 1970, Tobacco Act 1997, Local Government Act 1989, other relevant Acts, Regulations, Codes of Practice, Local Laws and other matters delegated by Council.
- Authorised to issue written notices/directions, orders, summons, certificates, permits and approve plans, food safety programs and issue correspondence, under delegated authority from Council.
- Responsible and accountable for the on-going development, review and updating of Environmental Health's operational policies and procedures (Quality System).
- Coordinate monthly KPI reports on activities conducted across all Environmental Health areas and the successful achievements of its objectives and targets.
- Provide specialist advice in the area of expertise to internal and external clients.
- Inform and provide advice to the Team Leader on issues likely to have a significant impact on residents or Council.
- Be autonomous in designated area and liaise with Coordinator Environmental Health where deemed appropriate in contentious issues.

Key Relationships

Internal - Liaises with management and staff at all levels of the organisation up to and including Managers in all departments to resolve intra-organisational problems.

External - Establishes and maintains professional relationships with Government departments and agencies, other municipalities, service providers, industry associations, suppliers, legal advisors, proprietors and staff of businesses and traders, community groups and customers to discuss and resolve specialist problems.

Selection Criteria (Essential)

Qualifications and experience:

- Approved tertiary qualification and eligible to be a member of Environmental Health Professionals Australia.
- Successful experience in environmental health practice and understanding of Council's statutory roles and responsibilities, and programs and services.
- Demonstrated experience in coaching and mentoring staff.

Technology:

- Working knowledge and understanding of data/document management systems and MS Office packages.

Other technical skills and experience:

- Working knowledge and understanding of the relevant Acts, Regulations, Standards and Codes of Practice relating to Environmental Health.
- Ability to assess standards and performance of registered premises, write appropriate reports and carry out enforcement activities.
- Ability to formulate to the development of policies, procedures, strategies, activities and guidelines.
- Ability to understand and communicate technical and legal matters relating to Public Health and Environmental Health issues.
- Proven ability to undertake food and water sampling in accordance with appropriate scientific methods.
- Proven ability and experience as a qualified Environmental Health Officer.
- Knowledge of program budgeting, and experience in monitoring budgets.
- A working knowledge and appreciation of the issues within the various programs provided within Environmental Health.

Communication/Interpersonal:

- Excellent interpersonal skills including the ability to build positive relationships and gain cooperation from business proprietors, members of the public and other employees.
- Strong communication skills and demonstrated ability to influence and motivate, manage behavioural change and resolve conflict.
- Ability to represent the organisation's interests in an external forum and to undertake the role of informant in court.
- Demonstrated commitment to a team philosophy and to lead in continuous improvement initiatives of work practices to achieve team objectives.
- Highly developed written and oral communication skills and demonstrated ability to prepare clear concise reports, update written guidelines, policies and procedures.

Leadership/management:

- Ability to manage own time, setting priorities and planning their work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures..
- Demonstrated commitment to quality and continuous improvement principles and to developing a customer service culture amongst staff.
- Commitment to self improvement and professional development.
- Demonstrated ability in coaching, mentoring and developing staff.

Other Attributes (Desirable)

- Be a positive team player, demonstrating loyalty and commitment to the objectives of the team and organisation.
- Value integrity and behave ethically in all aspects of their work.
- Treat all information received in the course of work in a confidential manner.
- Self-awareness and understanding of impact on others and of team dynamics
- Demonstrated experience in administration and budgeting is desirable.
- Public Health Emergency management experience

Notes and comments:

- A willingness to carry out after hours work in accordance with roster which covers: -
 - Festivals and markets
 - Immunisation
 - Responding to after-hours emergency call outs
- A willingness to carry out after hours inspections/assessments and investigations as required.
- A current drivers licence that meets the requirements of Vic Roads is essential.
- Position is subject to satisfactory completion of police records check and be required to attend a pre-employment medical.

Key Selection Criteria:

1. Approved tertiary qualification and eligible to be a member of Environmental Health Professionals Australia.
2. Successful experience in environmental health practice and working knowledge and understanding of the relevant Acts, Regulations, Standards and Codes of Practice.
3. Strong communication skills and demonstrated ability to influence and motivate, manage behavioural change and resolve conflict.
4. Demonstrated commitment to a team philosophy and to lead in continuous improvement initiatives of work practices to achieve team objectives.
5. Highly developed written and oral communication skills and ability to formulate the development of policies, procedures, strategies, activities and guidelines.
6. Demonstrated commitment to quality and continuous improvement principles and to developing a customer service culture amongst staff.

EMPLOYEE NAME:			
Employee Signature:		Date:	