

Position description

Environmental Health Officer
February 2017



About Wodonga

Wodonga continues to be one of Victoria's fastest growing regional cities. We have enjoyed a sustained population growth rate, and ongoing residential, commercial and industrial development.

Wodonga's residential population base is fast approaching 40,000; and as a regional hub, Wodonga services a regional catchment of approximately 175,000 people making it the largest city in North East Victoria.

Our mission

We will strengthen the community in all that we do

Our vision

"Our people, our city, our future – by 2033, Wodonga will grow to 50000 people; a city where growth has occurred in harmony with the community and the environment; a city delivering a dynamic and creative place to live, work and invest"

Our organisational values

Trust Talk straight – say what you mean and mean what you say;

— Create transparency – do not withhold information unnecessarily or inappropriately;
Right wrongs;
Practice accountability – take responsibility for results without excuses; and
Extend trust – show a willingness to trust others, even when it involves a measure of risk.

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion; and
— Listen first – seek to understand others before trying to diagnose, influence or prescribe.

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisations objectives and values;
— Keep confidences;
Do what you say you will do to the best of your ability;
Be open about mistakes;
Speak of those that are absent only in a positive way.

Learning Work together and learn from each other;
— Continuously improve and innovate;
Be open to change;
There is a high degree of responsibility for results – delivery without excuses.

Our organisational behaviours and personal competencies

Our personal competencies set a clear expectation regarding our behavior at work and reflect the manner in which we interact with each other and our community.

Our personal competencies are held in high regard – we refer to them throughout the employment lifecycle.

Interpersonal effectiveness



- Express ideas/thoughts clearly and concisely;
- Give the person you're with your full attention
- Use language appropriate to audience
- Actively listen

Community and customer focus



- Be friendly, co-operative and helpful
- Have a 'can do' attitude
- Develop and maintain productive relationships
- Respond promptly to customer enquiries
- Continually strive to deliver the best services and outcomes for the resources available
- Effectively build rapport with internal and/or external customers
- Use community and customer feedback to improve services and relationships

Organisational skills and time management



- Effectively manage resources and time
- Be flexible and adaptable to changing circumstances
- Effectively coordinate priorities

Quality of work



- Thoroughly review own work
- Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner
- Follow or establish procedures and/or processes
- Develop and or use systems to check accuracy and completeness (for example, checklists and flowcharts)

Show initiative



- Take productive action without being asked
- Be proactive
- Seek out best practice and learn from it
- Continually pursue improvement opportunities
- Be willing to question the way things are to find solutions
- Be a self-starter
- Use different approaches to resolve issues/develop opportunities
- Generate and develop new ideas and share them

Team work



- Take responsibility for team duties and contribute
- Actively encourage a supportive team culture
- Give and receive feedback openly and look for improvement opportunities
- Encourage the sharing of information and ideas

Workplace safety

- Keep immediate work area clean and tidy (office staff)
- Observe safe work methods and practices
- Comply with occupational health and safety policies and practices

Position summary and objectives

The Environmental Health Officer will assist in the effective and responsible administration and enforcement of the statutory requirements prescribed by the *Food Act 1984*, *Public Health and Wellbeing Act 2008*, *Environment Protection Act 1970* and other relevant legislation, and the council's local laws to achieve and maintain a high standard of environmental health within the municipality and contribute to the projection of the council as a responsible and effective provider of facilities and services.

Position title	Environmental Health Officer
Position classification	Band 6
Award/agreement	Wodonga City Council Enterprise Agreement 2015 to 2018
Directorate	Business Services
Department	Environment and Community Protection
Reports to	Team Leader Environmental Health
Supervises	Nil
Internal liaisons	Environmental Health team Immunisation Nurses Immunisation Co-ordinator Customer Focus Records staff Planning and Building staff Finance staff Community Development Teams (including Recreation, Events, Early Years) Information Technology People and Workplace
External liaisons	General public Proprietors of registered premises Architects/tradesmen and other business persons Solicitors Government department Officers Medical officer of health Plumbers and local water authority Educational institutions

Key responsibilities

Registered premises and food services

- Exercise the delegated powers as a duly authorised officer in respect of premises and vehicles registrable under the provisions of the *Public Health and Wellbeing Act 2008*, the *Food Act 1984* and the *Residential Tenancies (Caravan Parks and Moveable Dwellings) Act 1997*;
- Participate in inspection programs involving all registrable premises and vehicles and follow up non-complaint issues in a timely manner;
- Conduct assessment on food safety programs submitted by registrable food premises;
- Provide the overall decision to grant approval for the food safety program for each food premises, hence providing the final recommendations as to whether a food premises is to be registered;
- Purchase food substances and articles for analysis in accordance with the provisions of the *Food Act 1984*;
- Respond to all complaints and reports received referring to registrable premises, vehicles and food standards, and undertake investigations and/or inspections as deemed necessary to establish whether the complaints or report are justified. Initiate appropriate action to correct the cause of the complaint or report; and
- Collaboratively work with the team and participate in any food business courses/forums conducted by Wodonga Council.

Infectious disease control

- Consult with and advise medical practitioners in the investigation and control of infectious diseases and immunisation procedures;
- Liaise and consult with the regional Department of Health officer when investigating and controlling infectious disease reports;
- Assist with, when necessary, general immunisation sessions and annual vaccination programs and maintain appropriate immunisation records;
- Participate in the organising and running of the annual mosquito monitoring/control program, liaise with officers from appropriate government departments, prepare reports and provide appropriate advice and/or direction where necessary to property owners; and
- Participate in an ongoing program of testing public swimming pools and provide appropriate advice and/or direction where necessary.

Environmental nuisances and pest control

- Exercise the delegated powers as a duly authorised officer under the *Local Government Act* and the *Health Act* and attend to all complaints received referring to alleged nuisances and pest infestations, undertaking investigations as required and initiating appropriate action to correct the cause of complaint.

Domestic onsite sewerage systems

- Exercise the delegated powers under the provisions of the *Environment Protection Act 1970* in respect of domestic sewerage systems;
- Participate in an ongoing program of inspections of all existing septic tank and other domestic sewerage treatment systems;
- Provide accurate and timely advice and recommendations to the council's planning and

building team regarding the suitability of proposed developments necessitating liquid waste disposal other than by reticulated sewerage; and

- Respond to complaints received concerning septic tank installations in a timely manner and assist with the resolution of problems by the provision of advice and/or direction. Provide information and guidelines to landowners, plumbers and builders on an over the counter basis and via phone communications when necessary.

Administration and finance

- Assist with the maintenance of records and files pertaining to the environmental health team in accordance with the guidelines and requirements of the council's records management system;
- Assist with the preparation of annual reports required by Department of Health and the Environment Protection Authority;
- Assist with the preparation of appropriate applications to the Department of Health for subsidies and grants in respect of vector control programs;
- Assist with the preparation of appropriate applications to the Department of Health for subsidies and grants in respect of immunisation, school entry certificates and tobacco control programs; and
- Participate in the benchmarking program and business planning for the environmental health team.

Legislation and legal duties

- Maintain a thorough knowledge and awareness of relevant statutory legislation pertaining to the position of environmental health officer generally;
- Assist with the preparation of reports for the manager environment and community protection on all breaches of legislation with recommendations for actions considered necessary or desirable;
- Prepare warnings and/or material for appeal or litigation proceedings as required or directed; and
- Attend court proceedings, administrative appeal tribunal hearings or other proceedings for the purpose of giving evidence as required as directed.

Health plans

- Assist with the annual reviews of the council's *Municipal Public Health Plan*; and
- Assist with reviews of appropriate sections of the council's *Municipal Emergency Management Plan* as requested by the team leader environmental health.

Health education and promotion

- Assist with health education and promotion projects considered necessary for improvements of the awareness of municipal residents of environmental and public health issues.

Tobacco Act 1987 enforcement

- Surveillance of premises selling cigarettes to persons under the age of 18 years;
- Issue infringement notices and recommending the initiation of legal proceedings for premises supplying tobacco to persons under 18 years of age; and

- Conduct education programs for proprietors of premises selling tobacco.

General

- Provide advice to other council departments in a timely manner on environmental health matters, requirements and considerations as requested;
- Attend to additional duties or special projects as requested by the team leader environmental health that require expert and specific environmental and public health information and knowledge;
- Demonstrate initiative and a can-do attitude to matters of environmental health significance;
- Be a team player and demonstrate the ability to work within a team and to work independently to organise work without supervision;
- Trust and respect those within the team and show a willingness to listen to others and learn new skills;
- Build strong networks within and outside the organisation;
- Participate in a 24/7 response on a rotational basis;
- Participate in out of office hours duties;
- Provide advice to other council departments on environmental health matters, requirements and considerations as requested;
- Develop policy and procedures and procedural guidelines as directed by the team leader, environmental health on areas linked directly to the environmental health team; and.
- Participate in staff annual performance review.

Workplace health, safety and risk management

- Understand the principles of risk management and their application to all aspects of council activity.

Emergency Management

- As part of the responsibilities associated with this position, the Environmental Health Officer is expected, within reason, to assist the Wodonga City Council in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.

Accountability and extent of authority

The position is accountable for providing appropriate assistance to ensure:

- The environmental health team operates as a responsible team of the council and contributes to the projection of the council as a responsive and effective provider of services and facilities;
- All requests for information and advice are provided in a timely, professional and effective manner;
- Legislative requirements are complied with and when required, enforcement action initiated;

- The extent of authority of the position is specific as an authorised officer pursuant to the *Local Government Act 1989*, the *Public Health and Wellbeing Act 2008*, the *Food Act 1984* and the delegated authority of the council pursuant to the *Environment Protection Act 1970*, the *Tobacco Act 1987* and the *Residential Tenancies (Caravans and Moveable Dwellings) Act 1997*; and
- The position can authorise all letters that are written and signed by or on behalf of the officer, and issue directions whilst conducting inspections.

Judgement and decision making skills

- Ability to use judgement to make decisions on specialised work using methods, procedures and processes developed from theory or precedent, and improve and develop methods and techniques. Resolve problems by using judgement to apply developed techniques to new situations.

Specialist skills and knowledge

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.
- A thorough working knowledge of the legal system and court procedures;
- A thorough working knowledge of all legislation relevant to the position of environmental health officer;
- Working knowledge of computer programs for computerised immunisation, septic tanks, customer complaints and registered premises records;
- The ability to advise stakeholders in matters of environmental health policy, law or procedures; and
- The ability to analyse changing situations and develop appropriate responses.

Management skills

- Ability to manage own time, set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Interpersonal skills

- Advanced verbal communication skills and able to communicate with stakeholders including members of the public, and other employees, to enable the resolution of moderately complex problems;
- Good written communication skills to communicate with stakeholders including members of the public, and other employees to enable the preparation of routine correspondence and reports; and
- Ability to gain cooperation and assistance from stakeholders including the public and other employees in the administration of well defined activities.

Qualifications and experience

- Current driver's licence;
 - Tertiary qualification as an environmental health officer and eligibility for membership to an environmental health professional body such as EHA or EHPA;
 - Previous practical experience as an environmental health officer in local government; and;
 - Experience in issuing and serving of legal documents and the presentation of evidence in court proceedings.
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Critical physical job demands

- Capacity to stand for extended periods;
- Capacity to sit for extended periods;
- Capacity to alter posture frequently from sitting to standing;
- Capacity to walk on even surfaces frequently;
- Capacity to walk on uneven ground and snow occasionally;
- Capacity to climb steps, stairs, fences and slopes occasionally;
- Capacity to kneel on one or both knees occasionally;
- Capacity to lift and carry five to 10 kilograms constantly over short distances;
- Capacity to carry 15 to 20 kilograms occasionally over short distances;
- Capacity to push/pull occasionally;
- Capacity to squat to ground level occasionally;
- Capacity to reach various heights occasionally;
- Capacity to forward extend both the right and left arms occasionally;
- Capacity to rotate, flex, extend and laterally extend the neck occasionally;
- Capacity to rotate, flex, extend and laterally extend the spine occasionally;
- Capacity to rotate, flex and extend the shoulders, elbows and wrists occasionally; and
- Adequate hand grip and dexterity to carry eskies frequently and picks and shovels occasionally.

Key selection criteria

1. Experience in environmental health matters, including but not limited to food, public health nuisances, tobacco, Waste water systems, Public health and wellbeing premises, Immunisation and vector control and have a working knowledge of relevant legislation, and local government practices.
2. Highly developed communication skills – verbal and written, including experience in preparing correspondence and other documents;
3. Highly developed organisational and time management skills;
4. Be competent in Microsoft Word Access, Excel, Outlook, record management systems, Streatrader, IMPS etc., or be able to demonstrate the ability to learn to use such systems quickly;
5. Able to demonstrate a commitment to provide excellent customer service to internal and external stakeholders and have enthusiasm for the position, a can do attitude and is a team player.

Employee's Signature:

Supervisor Signature:

Date:

Date: