

## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

Position Title:	Senior Environmental Health Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	5095	Classification Level:	6
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time Permanent
Department:	Community and Environment	Document Last Reviewed:	3/08/2022
Branch:	Health & Regulatory Services	Job Dictionary:	N/A
Accountable To:	Branch Manager Health & Regulatory Services		
Aim of Position:	<p>The purpose of this position is to ensure the Health Services Team conducts inspections and audits of licensed premises and investigation of complaints in an effective and efficient manner and to mentor EHOs and Technical Officers on a daily basis, so as to maintain a high standard of Environmental Health Services for the community.</p> <p>The role assists to ensure the delivery of our Health <i>Services Priorities and Process Review</i> to improve efficiency and reduce potential public health risks within the region.</p>		

### Council Values

Bundaberg Regional Council's culture is driven by the following values:



### Key Responsibilities

1. Accurately interpret legislation, guidelines and standards; and provide high level support to all Health Services team members to assist them in attaining organisational, departmental and branch goals.
2. Project manage and deliver dedicated environmental health programs, including best practice innovations and behaviour change methods, to enhance the health and wellbeing of the community.
3. Contractor liaison and control for environmental health, vector, littering and illegal dumping functions which may involve the supervision of staff and/or contractors involved in the delivery of the program.
4. Remain up to date with legislation in environmental health and demonstrate high level interpersonal, oral and written communication skills, with the ability to consult with all levels of internal/external customers.
5. Ensure the vector control program operates effectively to reduce potential public health risks within the region and implement and update the BRC Vector Control Plan, and associated equipment as required.
6. Investigate breaches of state legislation (enforced by local government) and local laws, using a range of methods including the use of scientific equipment, community mediation and negotiation skills.

### *Mentoring and support*

7. Allocate inspections of licensed premises and ensure they are conducted within required timeframes.
8. Provide leadership to clearly identify organisational outcomes and assist staff to achieve their goals.
9. Provide advice and assistance to Environmental Health Officers and Technical Officer/s where necessary.
10. Provide training and mentorship to newly recruited staff and established Environmental Health Officers.
11. Coach, counsel and motivate team members.
12. Ensure health services objectively conduct the formal assessment of applications for approval or licence.
13. Conduct staff performance appraisals of direct reports including Illegal Dumping Officers and Environmental Health Technical Officer/s.

### *Administrative and general*

14. Prepare accurate and professional correspondence.
15. Maintain records in keeping with BRC recording keeping policy.
16. Undertake other reasonable duties and tasks requested by Management within the incumbent's capabilities, including additional duties as required during periods of absence of other staff.

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## **Position Requirements - Qualifications and Experience:**

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### **Mandatory:**

1. Tertiary Qualification Bachelor of Applied Science – Environmental Health, Health Science or other relevant tertiary qualifications.
2. At least five (5) years' experience as a practicing Environmental Health Officer.
3. Current professional membership or eligibility for membership with Environmental Health Australia (Qld).
4. Comprehensive knowledge of all relevant Acts, Regulations and Local Laws; and extensive experience in the investigation of environmental health or public health related matters; and ability to mentor staff and provide operational advice and direction to staff within the environmental health field.
5. Demonstrated high level of conflict resolution including ability to negotiate outcomes in complex matters.
6. Demonstrated high level experience in the planning and coordination of dedicated health programs, work practices, policies, procedures and guidelines.
7. Demonstrated extensive knowledge of Council work practices, policies, procedures and guidelines relevant to the role and the ability to develop these documents where necessary.
8. Proven ability to provide confidential, client focused, high quality professional support and advice to the Environmental Health Services Team.
9. Excellent people management skills and ability to coach, counsel and motivate team members.
10. Demonstrated very high-level ability to plan workload, achieve set goals and meet deadlines.
11. Reflects the values and individual employees (leading self) capabilities in position description.
12. A current C class driver's licence.

### **Desired:**

1. Experience implementing environmental health programs/projects, including the supervision of staff, industry and community consultation and negotiation.
2. Possession of a Pest Management Technician Licence and experience in vector control programs.
3. Experience within a local government environment.
4. Demonstrated ability in application of time management principles, prioritisation of tasks to meet deadlines and work with minimal supervision.
5. Demonstrated organisational and problem-solving skills.
6. Demonstrated high-level interpersonal skills with the ability to communicate both verbally and written with a variety of internal and external parties.
7. Demonstrated very high level of skills with computers and office related software.

## Organisational Capabilities – Team Leader/Supervisor (Leading Others):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships <b>(mandatory)</b>	<p><b>Building relationships with teams and stakeholders:</b></p> <ol style="list-style-type: none"> <li>1. Inspires and connects with the values, beliefs and interests of others</li> <li>2. Effectively manages consultative processes in a group or forum</li> <li>3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies</li> <li>4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation</li> </ol>
Customer Focus <b>(mandatory)</b>	<p><b>Understands customer perspectives and works across boundaries:</b></p> <ol style="list-style-type: none"> <li>1. Actively works to understand customers and stakeholders</li> <li>2. Encourages a strong customer focus and builds understanding of customer perspectives within their team</li> <li>3. Shows respect for customers and stakeholders</li> </ol>
Safety and Professionalism <b>(mandatory)</b>	<p><b>Champions and models safe, professional and ethical behaviour:</b></p> <ol style="list-style-type: none"> <li>1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance</li> <li>2. Models ethical behaviour and consistently applies those ethical standards to self and others</li> <li>3. Is consistent in words and actions</li> <li>4. Is viewed as trustworthy, honourable and truthful, and respectful of the views of others</li> <li>5. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self</li> </ol>
Job Requirements <b>(mandatory)</b>	<p><b>Applies business management skill:</b></p> <ol style="list-style-type: none"> <li>1. Applies sound business management skills in corporate governance areas, such as financial, contract and project management</li> </ol>
Cross-Organisational Thinking	<p><b>Understands how their team's work aligns to Council's objectives:</b></p> <ol style="list-style-type: none"> <li>1. Conveys the vision for their area in a compelling way</li> <li>2. Able to describe their work, and the work of their team, contributes to organisational objectives</li> <li>3. Considers wider organisational objectives when making decisions and performing work</li> </ol>
Leading People	<p><b>Inspires individual and team commitment to achieve results:</b></p> <ol style="list-style-type: none"> <li>1. Motivates individuals and creates a climate in which people want to do their best</li> <li>2. Regularly reviews performance and holds timely and frank discussions with all team members</li> <li>3. Provides regular feedback and recognises team member contributions</li> <li>4. Gives people the balance of autonomy and support they need to achieve outcomes</li> <li>5. Builds a cohesive and supportive team environment</li> </ol>
Developing People with a One Team Focus	<p><b>Builds team capability:</b></p> <ol style="list-style-type: none"> <li>1. Takes responsibility for team development</li> <li>2. Uses development plans to address skills/knowledge gaps or to strengthen current capability</li> </ol>

	<ul style="list-style-type: none"> <li>3. Identifies a broad range of development opportunities for team members</li> <li>4. Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues</li> </ul>
Driving People's Performance	<p><b>Manages team performance:</b></p> <ul style="list-style-type: none"> <li>1. Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks</li> <li>2. Organises the team to deliver the required program of work</li> <li>3. Provides clear and accurate reporting of progress and performance</li> </ul>
Managing Stakeholders	<p><b>Manages internal and external relationships:</b></p> <ul style="list-style-type: none"> <li>1. Written and verbal communication is clear and concise</li> <li>2. Models open communication by actively and attentively listening to others</li> <li>3. Seeks to understand the audience and adapt accordingly</li> <li>4. Builds networks with peers and works collaboratively with others</li> <li>5. Reads situations quickly and sees conflicts as opportunities</li> <li>6. Can settle disputes equitably by finding common ground and gaining cooperation</li> </ul>
Decision Making	<p><b>Displays rigour in advice:</b></p> <ul style="list-style-type: none"> <li>1. Provides advice that is rigorously considered and supported by a clear rationale</li> <li>2. Looks beyond the obvious and persists with analysis and solutions</li> <li>3. Makes timely decisions</li> </ul>
Making Improvements	<p><b>Drives continuous improvement:</b></p> <ul style="list-style-type: none"> <li>1. Encourages creativity and innovation</li> <li>2. Identifies and implements improved ways of doing things</li> </ul>
Progressing Change	<p><b>Champions and implements change:</b></p> <ul style="list-style-type: none"> <li>1. Communicates the positive side of change for the team and organisation</li> <li>2. Assists the team to adapt to a changing environment</li> <li>3. Influences others</li> </ul>

## Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
<b>1. People Management</b>	<ul style="list-style-type: none"> <li>1. Oversee and manage the performance management process, including completing performance appraisals and managing unsatisfactory performance, for direct reports to drive and recognise high performance.</li> <li>2. Manage the recruitment and selection process within area of responsibility.</li> <li>3. Actively coach and develop direct reports, continuously assess training needs and monitoring completion of agreed training.</li> </ul>
<b>2. Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.</li> </ul>
<b>3. Culture</b>	<ul style="list-style-type: none"> <li>1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.</li> <li>2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.</li> </ul>

<b>4. Information Services and Technology</b>	<ol style="list-style-type: none"> <li>1. Protect and manage Councils information assets in accordance with legislative, policy and process requirements.</li> <li>2. Use Council's technology appropriately and with respect.</li> </ol>
<b>5. Disaster Management</b>	<ol style="list-style-type: none"> <li>1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.</li> </ol>
<b>6. Customer Service</b>	<ol style="list-style-type: none"> <li>1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.</li> </ol>
<b>7. Financial Accountability and Governance</b>	<ol style="list-style-type: none"> <li>1. Models compliance with Council's procurement Policy.</li> <li>2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.</li> <li>3. Legislative Sub-Delegations and authorisations may also be applicable.</li> </ol>
<b>8. Corporate record-keeping</b>	<ol style="list-style-type: none"> <li>1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record-keeping requirements.</li> </ol>

## Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
<b>Tetanus</b>	Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
<b>Twinrix (Hepatitis A and B)</b>	For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, childcare, carers of people with disabilities, healthcare workers, plumbers or sewage workers.
<b>COVID-19</b>	Staff are to be fully vaccinated and provide appropriate evidence; or provide evidence of a medical contraindication

## Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

<b>Signature of Employee</b>	
<b>Print Name</b>	
<b>Date</b>	/ /