

## POSITION DESCRIPTION

<b>POSITION:</b> Team Leader Public Health and Environment	<b>REPORTS TO:</b> Section Leader Compliance and Regulatory Enforcement	
<b>DIRECTORATE:</b> Sustainable Communities	<b>GROUP:</b> Sustainable Places	
<b>SECTION:</b> Compliance and Regulatory Enforcement	<b>GRADE:</b> J	<b>DATE:</b> Feb 2023
<b>POSITION NUMBER(S):</b>	Indoor	Permanent

### OUR VISION

*“Committed to the Pursuit of Excellence”*

### OUR VALUES

- ✓ CUSTOMER CENTRIC      *Our customers are at the heart of everything we do*
- ✓ ACCOUNTABILITY        *We are transparent and responsible in all that we do*
- ✓ INNOVATION              *We deliver excellence in our services through innovation*
- ✓ COLLABORATION        *We work together to seek solutions both internally and externally*
- ✓ EMPOWERMENT         *We support our people and provide them the scope to deliver outcomes.*

### POSITION OBJECTIVES

- Coordinate the development, review and implementation of strategies and policies that will regulate public and environmental outcomes consistent with the objectives of the Coffs Harbour 2030 Community Strategic Plan.
- Undertake activities to ensure public health and environmental management regulation and associated functions meet the expectations of the City’s Management plans, policies and of the community.
- Provide support to the leadership team of the City of Coffs Harbour on establishing a high performance organisation through the development of its people and processes.
- Coordinate and direct the functions of the Environmental Health and the Onsite Sewage / Plumbing and Drainage team activities to ensure public health and environmental management regulation and associated functions meet the expectations of Council’s Management plans, policies and of the community.
- Coordinate the allocation and effective use of resources to deliver on the organisations business needs and work priorities as determined by the Section Leader of Compliance and Regulatory Enforcement.

## **KEY ACCOUNTABILITIES**

### **Work Health & Safety (WHS)**

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

### **Customer Service**

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

### **Community Engagement**

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

### **Learning and Development (L&D)**

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.

- Work collaboratively with the other staff to identify training needs and appropriate solutions.

### **Sustainability**

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

### **Continuous Improvement**

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

### **Organisation Support**

- Support the leadership and management by:
  - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes
  - Ensuring that the Code of Conduct and Fraud and Corruption policies are followed at all times
  - Provide valued team contribution by application of performance and behaviours consistent with a local government environment, experience and industry knowledge in the application of skills and expertise

### **KEY RESPONSIBILITIES**

Provide leadership to the Environmental Health Officer team and the On-site sewage/Plumbing and Drainage team by driving performance excellence, ensuring staff are motivated, clear about purpose, priorities and expected behaviours.

Coordinate the allocation and effective use of team resources to deliver on the organisation's business needs and work priorities as determined by the Section Leader Compliance and Enforcement.

Monitor workloads and outcomes of the teams to ensure that targets are being met, activities are undertaken in an efficient and competent manner in accordance with Position Descriptions, delegations and Council Policies.

Assist the Section Leader Compliance and Enforcement in the identification, implementation and championing of e business service systems and processes that support the Group's business plan objectives of: o self-service;

- digitalisation of applications, assessments, approvals, inspections and information; and;
- electronic customer connections.

Undertake performance conversations, competency reviews, leave arrangements, management of attitude and behaviours, mentoring training and the like for team members who report to the position.

Coordinate the customer focussed delivery of public health and environmental management regulation and compliance associated functions including but not limited to incident and complaint management, provision of expert advice, assessment and reporting responsibilities related to:

- public health programs including but not limited to; food businesses, skin penetration premises, public pools, water cooling and warm water systems, boarding houses;
- environmental management including but not limited to contaminated land, acid sulphate soil, noise, air, land and water pollution;
- assessment and determination of applications including but not limited to caravan parks, mobile food vendors; on-site sewage management systems; plumbing and drainage; development application referral assessment

Coordinate and conduct investigations and prosecutions and represent Council in legal proceedings when required and act as Council's advocate before the Local Court, Land and Environment Court and in other court matters as directed.

Coordinate the provision of investigation and compliance action across the organisation as determined and agreed with the Section Leader Compliance and Regulation.

Represent Council on the Local Emergency Management Committee and act as one of Council's designated officers in relation to emergency management issues;

Coordinate the undertaking of environmental programs, field tests and or sampling as required.

Undertake responsibilities in accordance with Council delegations.

Attend Council and Councillor briefings and meetings as required.

Develop and implement compliance management systems to best allow for fair and equitable complaint handling and law enforcement within the Unit.

Develop and implement education programs as required to assist with the regulation of premises and environmental management issues.

Assist with the provision of services within your area of key competencies as directed by the Section Leader of Compliance and Regulatory Enforcement.

## **KEY RELATIONSHIPS**

- Group Leader Sustainable Places
- Section Leader Compliance and Regulatory Enforcement
- Environmental Health Officer
- OSSM / Plumbing and Drainage Regulation Officer
- OSSM / Plumbing and Drainage Inspector
- Professional Officers in Sustainable Places Group
- CHCC Leadership team

## **QUALIFICATIONS/LICENCES/EXPERIENCE**

### **Essential**

- Degree in Environmental Health, Environmental Science or a related field.
- National Construction Induction Certification (Whitecard)
- Class C Driver's Licence

### **Desirable**

- Experience in leading a small team with broad experiences in a related field.

## **COMPETENCIES**

### **Knowledge and Capabilities**

- Demonstrated ability to lead and mentor a team to deliver organisational objectives
- Demonstrated relevant experience in a direct or related field including investigating and resolving environmental health related matters
- A comprehensive knowledge of contemporary and emerging environmental health issues including demonstrated knowledge of the Local Government Act, Food Act, Protection of the Environment Operations Act, Environmental Planning and Assessment Act, Public Health Act and related legislation
- Proven ability to apply relevant legislation and organisational procedures and policies
- Proven ability to communicate effectively, both written and verbal with internal and external stakeholders
- Demonstrated ability to work effectively in a team environment.
- Proven ability to work in a time pressured environment, meeting multiple deadlines with a high level of initiative, motivation and innovation.
- High level skills and competency in organising and coordinating human resources
- Demonstrated experience and understanding of managing people in a workplace
- High level time management skills

## Position Demands Analysis

### Team Leader Public Health and Environment

<b>EXPOSURE RATING TABLE</b>			
<b>No exposure</b>	<b>Low Exposure</b>	<b>Medium Exposure</b>	<b>High Exposure</b>
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>

<b>PHYSICAL REQUIREMENTS</b>					
Sedentary work lifting 0-4.5kg	0	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	0	Extend arms for reaching	0	Kneeling for extended periods	0
Medium work lifting 9.1-22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	1	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	0	Hearing above background noise	0
Repetitive Lifting	0	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Pushing loads > 5kg	0	Shovelling / digging	0	Fine manipulation	0
Lifting with trunk twisting	0	Throwing	0		
<b>USE OF PERSONAL PROTECTIVE EQUIPMENT</b>					
Safety boots / shoes	1	Dust Mask / Respirator	0	Reflective vest	00
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	
Ear plugs / muffs	0	Gloves	0		
<b>EXPOSURES</b>					
<b>CHEMICALS</b>		<b>CHEMICAL NAME/TYPE</b>		<b>BIOLOGICAL</b>	
Dusts	0			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
<b>PHYSICAL/PSYCHOLOGICAL</b>					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	1		