

	POSITION DESCRIPTION			PD029
	Environmental Health Officer			
Classification	Professional	Status	Permanent Part-Time	
Directorate	Infrastructure & Development	Incumbent	Vacant	
Department	Development & Regulatory Services	Reporting to	Manager Development & Regulatory Services	

PURPOSE OF THE POSITION

To undertake the professional tasks relating to the public and environmental health and development control functions of Council.

To provide support which is to include advice and assistance with tasks relating to the efficient functioning of the division.

Ensure the efficient discharge of Council's legislative functions under the *Public Health Act 1997*; the *Food Act 2003*; *Local Government Act 1993* and the *Environmental Management and Pollution Control Act 1994*, and other relevant legislation, guidelines and standards.

KEY RESPONSIBILITY	OUTCOMES (MEASURE OF SUCCESS)
Public and Environmental Health	<ul style="list-style-type: none"> Provide support to the Development Services Division in the statutory functions of the public and environmental health and development control. To be able to effectively and efficiently promote and advise on all aspects of public health and environmental management. To effectively administer all legislation relative to public health and environmental management which places either a specific or general duty on Council and/or Environmental Health Officers. To be able to accept and be cognisant with duties and/or responsibilities as an Authorised Officer and Permit Authority under all relevant legislation and any delegations issued by Council or the General Manager. Monitoring activities of other agencies and Council departments where their activities have an impact on public and environmental health, encouraging liaison and follow up action when appropriate. Provide advice on the assessment of development proposals relevant to public and environmental health matters. Management of Council's statutory functions under the <i>Local Government Act 1993</i> and <i>EMPCA '94</i> relating to environmental harm and nuisances. To provide input into policy development by undertaking investigational and analytical tasks, as required. Provide advice to other positions in the Development Services area on the day-to-day functions in accordance with legislative and statutory requirements.

KEY RESPONSIBILITY	OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> Ensure procedures in relation to the position are current, accurate and contain relevant information to assist/answer inquiries, develop and maintain information sheets in regard to public and environmental health. Ensure all compliance issues/responsibilities are undertaken and managed in a customer focussed manner Ensure forms in relation to the position are current, accurate and contain relevant information to assist/answer enquiries.
Customer Service & Communications	<ul style="list-style-type: none"> To participate in the delivery of team-based customer service. Respond promptly and courteously to public enquiries and follow up as appropriate. Ensure forms in relation to the position are current, accurate and contain relevant information to assist/answer enquiries. Maintain a “can do” attitude when dealing with members of the public, councillors, and other Council officers. To provide a positive personal contribution in the exchange of information between all areas of Council operations. Ensure a positive image of Council is promoted when dealing with both internal and external customers. Actively assisting, where required, as first point of contact for the Development & Regulatory Services Department within the Infrastructure & Development Services Directorate. Ensure interpersonal communications, including the management of enquiries, screening of requests and reception of visitors is handled in a respectful, professional and confidential manner. Resolve issues, as appropriate through positive action, redirecting to appropriate staff as required, and escalation of potentially serious matters to Manager Development and Regulatory Services for assistance. Ensure a positive image of Council is promoted when dealing with both internal and external customers. To display a positive attitude towards Council policy and decisions in relation to the position and the public image of Council.
Standard Clauses	
Meetings and Interactions	<ul style="list-style-type: none"> Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	<ul style="list-style-type: none"> A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	<ul style="list-style-type: none"> Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	<ul style="list-style-type: none"> Integrity and confidentiality of all council related activity and documentation is being maintained.

KEY RESPONSIBILITY	OUTCOMES (MEASURE OF SUCCESS)
Records Management	<ul style="list-style-type: none"> Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	<ul style="list-style-type: none"> Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	<ul style="list-style-type: none"> Maintain an active awareness of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. Assist Council to mitigate risk by promoting risk awareness throughout the organisation. Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	<ul style="list-style-type: none"> Departmental Key Performance Indicators (KPI's) developed. Reports against KPIs are occurring. Updates and achievements of outcomes completed in Interplan. Performance monitored against internal and external Council survey results.
Additional Duties	<ul style="list-style-type: none"> Other duties as directed within the scope of the position.

SPECIAL CONDITIONS
<ul style="list-style-type: none"> A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES
<p>All staff are required to observe the following WHS accountabilities:</p> <ol style="list-style-type: none"> 1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and 2. Ensure full compliance with responsibilities under the <i>WHS Act 2012</i>, the <i>WHS Regulations 2012</i> and other relevant legislation, in particular: <ul style="list-style-type: none"> • Take reasonable care for your own safety (physiological and psychological) and that of others at their work. • Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment. • Report safety hazards to minimise and control risk. • Report immediately any incident or injury which arises in the course of your work. • Ensure completion of induction, instruction and training prior to undertaking tasks. • Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person. • Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager Development & Regulatory Services

Direct Reports Nil

Internal Liaisons: The Environmental Health Officer is required to operate as an effective part of the Development & Regulatory Services team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.

External Liaisons: The Environmental Health Officer interacts with contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

EXTENT OF AUTHORITY

The Environmental Health Officer exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Manager Development & Regulatory Services.

PERSONAL ATTRIBUTES

- Displays an attitude of discretion and integrity which inspires trust and confidence.
- Mature pleasant disposition.
- Passionate and committed to great community outcomes.
- Strong commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.
- Inclusive and effective communication skills and techniques with an ability to respectfully engage with, and to communicate concepts, to others.
- Ability to build and maintain cooperative relationships with internal and external stakeholders.
- Enthusiasm and commitment to sustained effort through diligence and pursuit of high standards.
- Commitment to ongoing personal and professional development which drives best practice.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Strong collaborative skills which enable effective engagement within a high functioning cohesive team.
- Ability to exercise sound judgment and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Formal Qualifications

- Appropriate qualifications to be employed as an Environmental Health Officer in Tasmania.
- Current unrestricted Tasmanian driver licence.

Knowledge & Experience

- Well-developed written and verbal communication and interpersonal skills.
- Ability to deal effectively with distressed and agitated clients, placate clients and resolve problems.
- Ability to work in a team and to exercise tact, discretion and sound judgement.
- Demonstrated courteous disposition and helpful and friendly demeanour.
- Time management skills and the ability to develop, maintain and monitor own work program to meet deadlines.
- The ability to work under pressure with accuracy.
- Experience with Smart Phones and online technology and willingness to use as part of your role.

SELECTION CRITERIA

Essential

1. Qualifications and experience in the area of public and environmental health.
2. Commitment to the delivery of best value services to stakeholders through the pursuit of personal excellence, integrity and continuous improvement practices.
3. Experience in maintaining relevant standards of documentation.
4. A commitment to safe work practices and procedures.
5. Appropriate interpersonal skills and ability to relate to a wide range of people.
6. Experience in operating in a team environment, in particular sharing workloads and supporting colleagues in a positive manner.
7. High-level report writing and verbal communication skills.
8. Development of and introduction of environmental health programs which are beneficial for the community.
9. Knowledge of relevant local government legislation.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____