

POSITION DESCRIPTION

MATERNAL AND CHILD HEALTH - SERVICE COORDINATOR & CLINICAL NURSE

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| Position Number: | TBC (613102 + 613003) |
| Directorate: | Community Services |
| Department: | Community Wellbeing |
| Team: | Maternal and Child Health |
| Location: | Bannockburn Family Services Centre, 2A Pope Street, Bannockburn |
| Employment status: | Permanent part time 0.8 FTE (0.4 FTE Service Coordination + 0.4 FTE clinical nursing) 60.8 hours per fortnight |
| Classification: | In accordance with Golden Plains Shire Council EA 8, 2017 (as varied and extended): MCH Coordinator Allowance for 0.4FTE i.e. Year 3 rate plus 10% as well as relevant Qualification Allowance |
| Date: | June 2021 |

POSITION CONTEXT

This is an exciting role which combines the Coordination with clinical nursing responsibilities which will allow this successful applicant to not only lead a very passionate and community focused Maternal and Child Health Team but also mentor and role model quality implementation of service delivery.

The Maternal and Child Health Team is an integral part of the Child and Family Services Department which also includes; Kindergarten Early Years Management of five funded Kindergarten services, Family Day Care, Early Years facility Management, Childcare and Occasional Care service delivery.

We work together to;

- plan and deliver evidence based, high quality early years services,
- create child friendly communities,
- advocate for all children and their families.

Our team works with a clear focus on integrated and collaborative planning from across every service setting.

Our Maternal Child Health team is a small, but well-resourced team with a strong focus on collaboration and meeting community need through high quality service delivery.

This is a great near to full time opportunity for an experienced Coordinator Maternal and Child Health seeking a role that remains hands-on whilst upholding Councils commitment and legal responsibilities as well as supporting and advocating for parents of young children living throughout Golden Plains shire.

POSITION OBJECTIVES

The role is responsible for the strategic and operational management of the Maternal and Child Health Services within Golden Plains Shire Council.

This includes managing the delivery of Maternal and Child health Services and programs in accordance with funding guidelines and Council policies by:

- Ensuring high quality family centred service is delivered through the implementation of the key age and stage framework.
- Providing support, education and advice to parents of children 0-6 years of age.
- Ensuring the monitoring of childhood development through the provision of home and centre based consultations at recommended intervals.

Development and management of effective professional relationships with relevant Council staff, external agencies and tertiary institutions is imperative to this role.

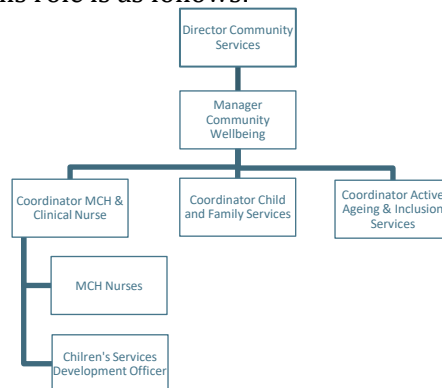
The role is also responsible for upholding Council’s commitment and legal responsibilities in ensuring children are safe in our community and organisation through complying with, promoting and advocating for Child Safe practises. This includes Councils Child Safe Policy and Procedure, Victorian Child Safe Standards, Reportable Conduct Scheme and the Mandatory Reporting Scheme. As an Identified information sharing entity under the Child information and Family Violence information sharing Schemes the Maternal and Child health Coordinator will work collaboratively to support the team to communicate he effective and appropriate use of shared information.

Furthermore, the role will provide a flexible Maternal and Child Health service which maximises the health and wellbeing, learning and development outcomes for all children from birth to 6 years of age and their families.

As such it will deliver high quality, evidence based practice under the guidelines of the key Ages and Stages framework and participate in the Maternal and Child Health Service in a manner which ensures high standards of customer service delivery in response to community needs and expectations.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



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| Reports to : | Manager Community Wellbeing |
| Directly Supervises: | Maternal and Child Health Nurses, Children’s Services Development Officer |

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| Internal Liaisons: | Community Services staff, Team Leaders, other Council staff |
| External Liaisons: | Children, parents, guardians, medical professionals, hospitals, government departments, play groups, community groups and staff at other Councils |

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Service Planning and Coordination

- Lead and manage team to ensure high standards of performance and service delivery that promotes excellence in the health, care and welfare of the child.
- Lead the team to identify professional development opportunities that will meet individual, service and organisational goals.
- Inform and support Council service advocacy around allied and Community health.
- Establish relationships with key stakeholders and maintain a professional development network.
- Manage and mentor staff to promote a collaborative multidisciplinary integrated service that promotes quality service delivery.
- Provide strategic advice and engagement in the planning and development of a broad range of child and family services and facilities.
- Manage and resolve operational and performance issues.
- Role model positive behaviours and relationships aligned with Council values.
- Plan strategic and operational service delivery including identifying opportunities for enhanced:
 - service development;
 - service quality; and
 - child and family services infrastructure
- Coordinate Councils Out of Home Care (OoHC) data base and ensure that cases are monitored and appropriate liaison with government agencies and support services/systems.
- Manage, plan and support family and parental support programs including relevant funded and community led groups.
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Policy, Planning and Development

- Plan, analyse and evaluate service models, operational systems and processes to ensure services and activities offer best value for the community and focus on continuous improvement.
- In partnership with colleagues within Community Services Division, plan and develop the direction of services identifying gaps in service delivery and provision and develop strategies to effectively respond to these gaps.
- Support the development and implementation of the Municipal Early Years Plan (MEYP) to ensure the best possible outcomes for Council and the community.

- Develop, review and implement policies and procedures in relation to the operation and provision of the service.

Coordination and Administration

- Ensure the provision of a comprehensive health service for families and children aged 0-6 years in accordance with the Key Ages and Stages Program, Maternal and Child Health Service, Practice Guidelines, Maternal and Child Health Program Standards and Revised Guidelines for Enhanced Maternal and Child Health.
- Develop and implement effective communication strategies to promote the MCH service to the community in keeping with Councils brand and communication strategy.
- Collect and analyse regular client feedback in order to continue to provide a responsive, MCH centred service approach and practise.
- Develop, monitor and evaluate service goals and annual planning.
- Ensure corporate reporting requirements are up-to-date and contain accurate information in relation to risk, financial, Key Performance Indicators and Key Results Areas.
- Ensure the quality of service delivered is of a high standard and that performance targets are monitored and meet industry standards.
- Ensure service provided is compliant with legislative, service standards and regulatory requirements, including privacy, confidentiality, and health and safety.
- Seek funding opportunities, coordinate submissions and manage projects which will support the implementation of program initiatives.
- Work in partnership with other departments to provide support for projects and innovations which address service requirements as identified in MEYP and relevant strategies and policies.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Monitoring, Reporting and Evaluation

- Analyse data and prepare reports for Council, funding bodies and external researchers.
- Ensure quarterly data collection and reporting to Council Performance reporting indicators.
- Review the operations of the service unit, and provide regular reports to the Manager on performance and opportunities to improve the effectiveness and efficiency of services, programs and initiatives.
- Ensure that all funding requirements are met including project evaluation, reporting, data collation and quality assurance requirements to a high standard.
- Keep abreast of research, reviews and policy management and directions that impact on the service delivery model.

Financial Management

- In consultation with the Manager prepare, monitor and manage budgets and financial reporting requirements as per corporate requirements.
- Provide monthly monitoring and reporting of service budget to Management.
- Identification of Maternal and Child Health Service funding opportunities. Monitor grant funding agreements and action reporting and acquittals.
- Oversee the monitoring of resources allocation in relation to external funding and service agreement targets, requirements and commitments (as required).

- Ensure reports to the Department of Health and Human Services are prepared as required in a timely and accurate manner.

Service Leadership

- Provide clinical Maternal and Child Health leadership which promotes quality and safety within the MCH service.
- Ensure quality Maternal and Child Health leadership promotes quality and safety within the MCH Service.
- Participate in organisational policy review and ensure implementation across the Maternal and Child Health Services team.
- Provide professional advice and leadership to Maternal and Child Health Nurses.
- Supervision of the Maternal and Child Health team including approval of leave application and organising relief staff.
- Regular monitor and coordinate the allocation of workloads for staff.
- Implement the Performance Development and review process within the MCH team, ensuring that all employees are aware of expectations in relation to the key results areas, values and behaviours and development plans.
- Manage the recruitment process for Maternal and Child Health team vacancies.
- Ensure that newly recruited staff possess the appropriate capabilities and values, are effectively inducted into the organisation and provided within ongoing support and development.
- Complete notification of all reporting including that mandated in a timely manner.
- Maintain accurate records of all matters pertaining to the MCH Service including client data and financial records.
- Set direction and expectation of service specific data entry to ensure accurate and comprehensive input and reporting.
- Represent Council in Maternal and Child Health industry forums and events.
- Develop and maintain partnerships with internal and external stakeholder and community support networks.
- Other duties within the scope of the employee's skills, competence and training as directed.

Clinical duties

- Delivery of the 10 Key Ages and Stages Framework consultations from birth to school age using Child, Maternal and family centred practice principles (DHHS, 2020).
- Work in partnership with children, mothers, families, and carers, using a strengths-based approach with a focus on capacity building which is reflective of their needs and preferences. Incorporate Father inclusive practice which is integral to the health, wellbeing, safety, learning and development of the mother and child
- Provide and implement health promotional strategies which focus on prevention, early detection, referral and social support.
- Empower children, parents and families experiencing vulnerability to engage with support services at the earliest opportunity..
- Provide an innovative approach to flexible service delivery that will encourage access and participation for all families in the community.
- Maintain accurate child and family data and record keeping within the Child Development Information System (CDIS) in a timely, detailed and confidential manner.

General Responsibilities

- Lead policy development and performance targets of the Unit.

- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Analysing, reviewing and planning the delivery of the Maternal and Child Health Service.
- Performing developmental assessments of children.
- Making recommendations to parents for referral to other agencies.
- Accurate reporting and record keeping.
- May be required to provide direct service delivery.
- Provides specialist advice to clients and has input into the development of policy. Freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this position on individual clients may be significant but is usually subject to appeal or review by the Manager.

JUDGEMENT AND DECISION MAKING

The officer will be able

- The nature of the clinical work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Work independently in day-to-day decision making and problem solving.

- Identify and recommend responses to the changing service needs of Council's communities.
- Make recommendations to the Manager regarding service improvement.
- Make judgements as to whether children are developing in accordance with the Maternal and Child Health Developmental Guidelines.
- Make judgements and decisions relating to timetable adjustments, appointment schedules, etc.

SPECIALIST SKILLS AND KNOWLEDGE

The position requires the ability to:

- Proficiency in applying the maternal and child health disciplines, including the underlying principles as distinct from practice.
- Identify and respond to issues regarding the health and wellbeing of service users and clinical effectiveness.
- Extensive knowledge of the legislative and regulatory frameworks that govern the MCH service and MCH practise. A strong understanding of all elements of the Victorian MCH Service including the Key Age and Stages Framework, MCH Service and Practise Guidelines and Program Standards.
- As an identified information Sharing Entity (ISE) within the Child Information Sharing (CISS) and the Family Violence Information Sharing Scheme (FVISS) Sept 27, 2019 you will have the knowledge of and play a core role in assessing and managing child and family violence risk and communication the effective and appropriate use of shared information in order to keep victim/survivors safe.
- Experience and knowledge working with children, mother sand families and the delivery of effective, integrated, evidence-informed quality MCH services and MCH practise with includes working with vulnerable families.
- Experience in reviewing and implementing MCH service operational policies and procedures that are evidence based and meet legislative, best practice and policy and funding requirements in the early years sector.
- Appreciate and integrate the following factors into decision making:
 - practices, policies and procedures in a local government environment.
 - issues of concern to parents and children in rural communities.
 - funding arrangements, service obligations and operational requirements.
- A commitment to continuous improvement and a demonstration of innovative mindset.

MANAGEMENT SKILLS

The officer will be able to:

- Provide leadership, advice and support within a team of professional
- Influence others to uphold values/skills through leading by example and ensuring relevant professional development and learning opportunities are provided to support MCH nurses to practise in accordance with relevant legislation.
- Regularly monitor and coordinate the allocation of workloads for staff in an environment with competing priorities.

- Significant experience in managing time, setting priorities, planning and organising one's own work to achieve results within timelines.
- In collaboration with Manager develop, implement and monitor MCH service budgets, resources and operational plans.

INTERPERSONAL SKILLS

The role requires:

- Well-developed verbal communication skills (one-to-one and within groups).
- Delegate appropriately and build capacity in others through coaching and mentoring activities.
- Explain reasons behind own decisions, actions and consequences.
- The ability to work independently and collaboratively.
- The ability to liaise with other employees to resolve intra-organisational problems.
- The ability to negotiate, influence and gain cooperation and support from others including small children and parents.
- The ability to work with staff from other municipalities, agencies, government departments and private organisations to develop strategies and resolve problems.
- The ability to maintain a team oriented approach to the development, provision and evaluation of the Maternal and Child Health Service.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.
- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

QUALIFICATIONS AND EXPERIENCE

- Current Australian Health Practitioner Regulation Agency (APHRA) registration as a Division 1 Registered Nurse with additional tertiary qualification in Midwifery and Maternal and Child Health. Postgraduate qualifications in leadership would also be highly regarded.
- Demonstrated experience and expertise in regard to the MCH service, MCH practise including working as a Maternal & Child Health Nurse in both the Universal and Enhanced MCH Service and current knowledge in regard to the revised EMCH framework, as well as extensive experience leading, supervising and coordinating a MCH program area.
- Experience and skills in strategic and operational planning and delivery of health services for children and families.
- Experience in the planning and delivery of services
- Knowledge of relevant data and information systems
- Prior experience in services provision to rural communities is desirable.
- A current Victorian Driver's Licence is essential.

- Knowledge and experience in computer software packages, in particular database applications, web-based applications and MS Office applications including MCH service portals and systems.

KEY SELECTION CRITERIA

Selection will be based on the selection criteria, with additional reference to the skills, knowledge and attributes outlined in the Position Description.

- Current registration with the Australian Health Practitioner Regulation Agency (APHRA).
- Registered Nurse and Registered Midwife with an additional qualification in Family and Child Health to practise as a Maternal and Child Health Nurse In Victoria.
- Demonstration of positive work behaviours and a genuine commitment to embedding the organisation's values within teams, including demonstrated sound judgement and ability to influence and deliver change management.
- Demonstrated experience, knowledge and ability in delivering primary health services for families and children 0-6 years.
- Experience in leading, inspiring and motivating a professional team, ensuring professional standards and accountability. With a strong understanding of operational human resource management.
- Thorough knowledge of and ability to lead implementation of the Maternal and Child Health Service framework including service standards, practise and program guidelines and funding agreements as determined by State Government authority.
- Demonstrated ability to work at a high level in complex, fast paced environments with competing priorities whilst managing time and organisational tasks effectively and with appropriate attention to detail.
- Excellent written communication skills with the ability to produce high quality reports.
- Ability to develop collaborative relationships and service partnerships with internal and external stakeholders to achieve priorities.
- Ensuring service delivery meets needs of community and offers best value for council.
- Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

Approval

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| Prepared By: | Heidi Preston, Manager Child and Family Services |
| Approved By: | Lisa Letic – Director Community Services |
| Reviewed By (P&C): | Janina Isted - Coordinator People & Development |
| Date: | June 2021 |
| Employee Acceptance: | |

(name and signature)

Date:

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.