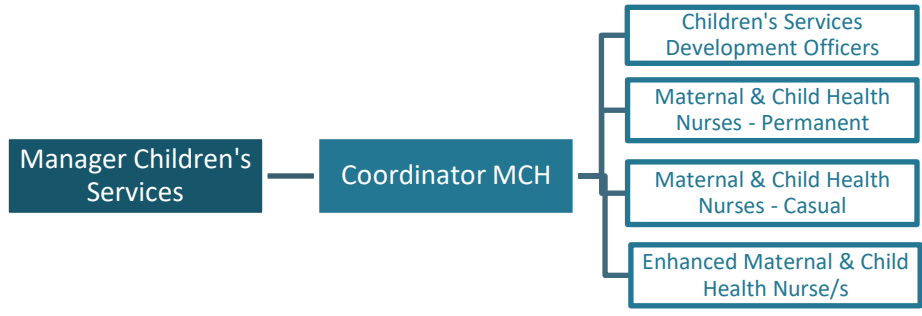


COORDINATOR MATERNAL & CHILD HEALTH SERVICES

Position No.	1151
Classification	In accordance with Golden Plains Shire Council EA 2025 No.10: Band MCH Coordinator plus relevant Qualification Allowance Permanent part time 0.8 FTE (60:48 hours per fortnight)
Directorate	Community, Planning & Growth
Department	Children's Services
Division	Maternal & Child Health Services
Department Context	<p>The Children's Services department provides a range of family services to the Golden Plains Shire community including Early Years Managed Kindergartens, Maternal and Child Health and parenting support programs including Supported Playgroups. We understand that positive, supportive and individualised relationships between adults and children enhance the social, emotional, cognitive and physical development of young children.</p> <p>We aspire to establish accessible, quality, and sustainable services for children and families within the local region. Our Maternal Child Health team has a strong focus on collaboration and meeting community need through high quality service delivery.</p>  <pre> graph LR Manager[Manager Children's Services] --- Coordinator[Coordinator MCH] Coordinator --- Dev[Children's Services Development Officers] Coordinator --- Perm[Maternal & Child Health Nurses - Permanent] Coordinator --- Casual[Maternal & Child Health Nurses - Casual] Coordinator --- Enhanced[Enhanced Maternal & Child Health Nurse/s] </pre>
Position Purpose	<p>The Coordinator Maternal & Child Health provides leadership in the planning, implementation and evaluation of Maternal and Child Health including family support and early parenting programs that respond to the diverse needs of the local community.</p> <p>As a leadership role, the Coordinator provides effective people management, professional supervision and clinical leadership to the Maternal and Child Health team. This includes fostering a positive, supportive and accountable workplace culture, supporting workforce capability and wellbeing, and ensuring compliance with professional, legislative and organisational requirements.</p> <p>The role actively builds and maintains partnerships with internal Council services, external agencies, community organisations and tertiary institutions. Through collaborative practice and integrated service planning, the Coordinator contributes to a child-focused service system that supports vulnerable children and families, strengthens service integration and reflects Council's commitment to child safety, inclusion and continuous improvement.</p>

VISION & VALUES

Where people matter, communities are connected, and the future is bright

Pride	We know that our work is important, and we take pride in doing the best job we can
Respect	We treat each other with courtesy and respect, and are committed to keeping our environment safe, and free from judgement
Integrity	We are committed to being authentic, honest and ethical in our work
Collaboration	We partner together to achieve shared goals and deliver community focused outcomes
Excellence	We are committed to delivering the best community experience and outcome that we are capable of providing

KEY RESPONSIBILITIES AND DUTIES

Service Planning and Coordination

- Lead and coordinate the delivery of high-quality Universal and Enhanced Maternal and Child Health services, ensuring excellence in the health, care and wellbeing of children and families across the municipality.
- Plan, implement and monitor strategic and operational service delivery in line with the Victorian Maternal and Child Health Service Framework, including identifying opportunities for enhanced service development, service quality improvement and child and family service infrastructure.
- Provide strategic advice and contribute to Council advocacy in relation to maternal, child, allied and community health service priorities, ensuring alignment with identified community needs and evidence-based practice.
- Manage, plan and support family and parental support programs, including funded initiatives and community-led groups, to promote positive parenting, early intervention and child development outcomes.
- Establish and maintain effective professional relationships and service networks with key internal and external stakeholders, including community agencies, health providers, government departments and tertiary institutions, to support integrated and multidisciplinary service delivery.
- Promote and support collaborative, integrated service models that enhance coordinated responses for children and families, including those experiencing vulnerability.
- Coordinate relevant service data systems and monitoring processes to support service planning, case oversight and effective liaison with government agencies and support services, ensuring privacy and legislative requirements are met.
- Identify, monitor and respond to operational and service delivery issues to ensure continuity, quality and compliance of service provision.
- Role model positive behaviours and professional relationships aligned with Council values and a child-safe organisational culture across all aspects of service coordination.
- Lead the administrative and service coordination oversight of the community immunisation program delivered by an external provider, including the development of tender documentation, participation in procurement processes, contract implementation, and monitoring of service delivery to ensure effective and equitable immunisation provision across the municipality in accordance with Council and State Government requirements.

Policy, Planning and Development

- Plan, analyse and evaluate service models, operational systems and business processes to ensure Maternal and Child Health services deliver best value for the community, support effective outcomes and embed a culture of continuous improvement.
- Work in partnership with colleagues across the Children's Services Department to contribute to the planning and development of service directions, including identifying gaps in child and family service delivery and developing strategies to respond effectively to emerging and identified community needs.
- Support the development, implementation, monitoring and review of the Municipal Early Years & Children's Plan (MEYCP), and Municipal Health and Wellbeing Plan (MHWBP) ensuring alignment with Council priorities, State Government policy frameworks and improved outcomes for children, families and the broader community.

- Develop, review and implement policies, procedures and guidelines that govern the operation and provision of Maternal and Child Health services, ensuring compliance with legislative requirements, State program guidelines, Council policies and best-practice service standards.
- Contribute to strategic planning, service reviews and quality improvement initiatives across children's services, informed by data, research, service evaluation and community feedback.
- Ensure policy and planning activities align with the Victorian Child Safe Standards, embedding child safety, wellbeing and inclusion into service design, governance and decision-making.

Coordination and Administration

- Coordinate and oversee the provision of a comprehensive and high-quality Maternal and Child Health service for children and families from birth to school age, in accordance with the Key Ages and Stages Framework, Maternal and Child Health Program Standards, Practice Guidelines and the Revised Guidelines for Enhanced Maternal and Child Health.
- Develop, implement and maintain effective communication and engagement strategies to promote the Maternal and Child Health service to the community, ensuring alignment with Council's corporate brand, communication strategy and child-safe principles.
- Implement systems to collect, analyse and respond to client feedback and service data to support a responsive, family-centred and continuous improvement approach to service delivery.
- Coordinate service planning, monitoring and evaluation processes, including the development, review and reporting of service goals, annual plans and performance measures.
- Ensure corporate and statutory reporting requirements are met, including the provision of accurate and timely information relating to service performance, risk management, financial accountability, key performance indicators and key result areas.
- Monitor service quality and performance against agreed targets and industry benchmarks, supporting continuous improvement and compliance with program and funding requirements.
- Ensure administrative systems and service delivery arrangements comply with all relevant legislative, regulatory and service standards, including privacy, confidentiality, information sharing, occupational health and safety and child safety obligations.
- Coordinate funding applications, submissions and project administration processes that support the implementation of Maternal and Child Health and early years initiatives, in collaboration with relevant internal and external stakeholders.
- Work collaboratively with other Council departments and service areas to support integrated projects, service innovation and initiatives identified through the Municipal Early Years & Children's Plan (MEYCP) and related Council strategies and policies.
- Undertake other duties as reasonably required and appropriate to the role, consistent with the position's classification, skills and responsibilities.

People Management

- Provide leadership, direction and professional supervision to the Maternal and Child Health team, fostering a positive, supportive and child-safe workplace culture.
- Support workforce capability through performance development, training, mentoring and supervision arrangements that promote high-quality, family-centred practice.
- Ensure staff compliance with professional standards, scope of practice, clinical governance requirements and Council policies and procedures.
- Promote staff wellbeing, safe work practices and a respectful and inclusive team environment.
- Lead recruitment, induction and onboarding processes for MCH staff in line with Council and legislative requirements.

Financial Management, Data Reporting and Monitoring

- In consultation with the Manager, prepare, monitor and manage the Maternal and Child Health service budget in line with Council's corporate financial policies, processes and reporting requirements.

- Undertake regular monitoring of service expenditure and provide accurate and timely monthly budget reports to management, identifying variances, emerging risks and opportunities as required.
- Identify, monitor and pursue Maternal and Child Health funding opportunities relevant to service delivery, including State Government and other external funding sources.
- Monitor grant funding agreements to ensure compliance with funding conditions, service agreements and performance requirements, and coordinate the completion of all required reporting and financial acquittals.
- Oversee the allocation and use of resources associated with external funding and service agreements, ensuring targets, deliverables and contractual commitments are met.
- Ensure accurate, timely and compliant preparation and submission of required financial and activity reports to the Department of Health, and other funding bodies, in accordance with legislative and program requirements.
- 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.
- Contribute to financial planning, forecasting and resource allocation processes to support sustainable service delivery and value for money.

Service Leadership

- Lead and uphold strong clinical governance within the MCH service, supporting safe, ethical and evidence-based practice and ensuring risks to service quality, staff or client safety are identified, managed and escalated appropriately.
- Provide expert professional leadership and advice to Maternal and Child Health Nurses, supporting reflective practice, clinical decision-making and high-quality service outcomes for children and families.
- Lead the development and implementation of relevant sector and program policies within the MCH service (and cross Organisation Policies where applicable), translating policy and strategic direction into effective operational practice.
- Champion and embed the Victorian Child Safe Standards across all aspects of Maternal and Child Health service delivery, ensuring a culture that prioritises child safety, wellbeing, inclusion and participation.
- Represent Council professionally in Maternal and Child Health and early years industry forums, networks and events, contributing to sector collaboration, knowledge sharing and service system improvement.
- Develop and maintain strong partnerships with internal Council services, external agencies, health providers and community support networks to promote integrated and coordinated responses for children and families.
- Provide leadership in the use of service data, reporting and evaluation to inform practice improvement, service planning and accountability at a service and organisational level.

General and Organisational Responsibilities

- Comply with Council policies and procedures, including the Code of Conduct, and Councils Corporate Values.
- Contribute to the development of the Department's/Teams objective, as well as the corporate goals of Council.
- Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Health & Safety Act 2004, regulations, codes of practice and policies and procedures.
- Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review, and implement strategies to improve the customer experience quality and efficiency.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Participate as directed in training and education to maintain compliance and an up-to-date knowledge.

- Other duties within the scope of the employee’s skills, competence and training, relevant to the position band, as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Commitment to Child Safety

Council is committed to creating a culture of child safety and wellbeing where children and young people are respected, empowered and protected from harm. This includes preventing and responding to all forms of abuse, neglect, and exploitation and promoting environments where children can thrive. We recognise that safeguarding children and young people is an organisation-wide responsibility.

We have a commitment to the cultural safety and inclusion of all children and young people, which includes Aboriginal and Torres Strait Islander children, those from culturally and linguistically diverse backgrounds, gender diverse, LGBTQIA+ young people, children with a disability and those experiencing socio-economic disadvantage. We recognise that these principles support the safety and wellbeing of all children and young people.

A child safe culture is championed at all levels of Council and further strengthened through leadership and governance. Our commitment is delivered through Council Strategy, Values, Action Plans, Code of Conduct, Training and Capacity Building, Policies and Procedures and is supported by ongoing review and continuous improvement to ensure best practice.

GPSC CAPABILITIES

The GPSC Capabilities are the knowledge, skills, and associated behaviours required by all staff. The capability level for each role is varied and dependent on the role functions. The four levels for the capabilities are:

Foundational	<ul style="list-style-type: none"> • Basic awareness of concepts and techniques • Follows guidance, complies with established procedures, seeks advice
Intermediate	<ul style="list-style-type: none"> • Broad understanding of concepts and techniques • Demonstrates the skills/knowledge with minimal guidance
Adept	<ul style="list-style-type: none"> • Strong understanding of concepts and techniques with consistent application • Influences, upholds, shares advice, consults
Advanced	<ul style="list-style-type: none"> • Extensive understanding and application of concepts and techniques • Sets, leads, designs, innovates, monitors, regulates, develops others • Shapes the organisations approach in the application of this skill/knowledge

The capability level for this role is as follows:

Capability	Description	Level
Flexibility & Adaptability	Adjust approach in line with changing priorities and remain agile and positive toward change	Intermediate
Manage Self	Shows drive and motivation, with an ability to self-reflect and a commitment to learning	Intermediate
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations	Adept
Value Diversity & Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Adept
Communication	Communicate clarity, vision, purpose, and impact, actively listen to others, and respond with understanding and respect	Adept

Collaboration	Build strong relationships, collaborating effectively across the organisation, valuing their contribution	Adept
Customer & Community Focus	Committed to the customer experience and delivering customer and community valued outcomes	Adept
Influence & Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Action & Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Adept
Plan & Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Problem Solving	Think, analyse, and consider the broader context to develop practical solutions	Adept
Innovation & Continuous Improvement	Use different ideas and concepts to develop new and different ways of thinking to improve efficiency, effectiveness, and quality of work	Intermediate

CLASSIFICATION DEFINITIONS

Accountability and Extent of Authority	<p>The role operates with a high degree of autonomy within established legislative, policy and professional frameworks. The coordinator’s decisions significantly influence service outcomes for children, families, staff and the broader community and may have material organisational impact. Decisions are subject to organisational governance arrangements and overall accountability to the Manager.</p> <p>The Coordinator is authorised and accountable for the following: Strategic coordination, planning, oversight and continuous improvement of Council’s Universal and Enhanced Maternal and Child Health Services, in accordance with the Victorian MCH Service Framework, Program Standards and Practice Guidelines. Oversight of service quality, safety, equity and compliance across the MCH service, including clinical governance, risk management and child safety obligations.</p> <ul style="list-style-type: none"> Professional leadership and supervision of the Maternal and Child Health workforce, ensuring contemporary, evidence-based and family-centred practice. Ensuring accurate, timely and compliant service data collection, reporting, record keeping and statutory accountability to Council, the Department of Health and other funding bodies. Providing high-level professional, clinical and operational advice to the Manager, Council leadership, staff and external stakeholders to support informed decision making and service development. Contributing to policy development, service planning, implementation and review relevant to Maternal and Child Health and early years services.
Judgement and Decision Making	<p>Judgement is exercised using a combination of professional expertise, evidence-based practice, data analysis and organisational policy frameworks. This position requires the application of advanced professional judgement, leadership capability and specialist knowledge in the management of a complex public health and early years service. The Coordinator will:</p>

- Exercise independent judgement in day-to-day operational, workforce and service delivery decision making within delegated authority.
- Analyse service performance, population health trends and community need to identify priority areas and recommend strategic responses and service improvements.
- Make informed decisions relating to service models, workforce deployment, workload allocation and operational priorities in an environment of competing demands.
- Apply professional judgement to complex matters relating to service quality, clinical governance, child safety, risk management and staff support.
- Provide well-reasoned recommendations to the Manager on matters relating to service performance, resourcing, policy, risk and continuous improvement.
- Interpret and apply legislative, funding and program requirements to support compliant, high-quality and sustainable service delivery.

Specialist Skills & Knowledge

The Coordinator will demonstrate:

- Advanced knowledge of maternal and child health principles, population health and early intervention, with the ability to translate theory, policy and evidence into effective service leadership and practice.
- Comprehensive understanding of the Victorian Maternal and Child Health Program, including the Key Ages and Stages Framework, Program Standards, Practice Guidelines and Enhanced MCH Guidelines.
- Extensive knowledge of relevant legislative, regulatory and governance frameworks, including child safety, privacy, occupational health and safety, and information sharing obligations.
- Strong capability as an identified Information Sharing Entity (ISE) under the Child Information Sharing Scheme (CISS) and Family Violence Information Sharing Scheme (FVISS), including leadership in assessing and managing child and family violence risk and ensuring lawful, ethical and effective information sharing across the service.
- Demonstrated experience leading and supporting evidence-informed, integrated MCH services, including services responding to vulnerability, family violence, mental health, and complex family needs.
- Experience in developing, implementing and reviewing operational policies, procedures and service systems that meet legislative, funding, clinical governance and best practice standards.
- Ability to integrate and balance competing considerations in decision making, including:
 - Local government policy, processes and accountability requirements
 - Community issues, including the needs of rural and diverse populations
 - Funding conditions, service agreements and performance obligations
 - Workforce capability, wellbeing and sustainability
- A demonstrated commitment to continuous improvement, innovation and reflective leadership practice.

Management Skills

The Coordinator will demonstrate the ability to:

- Provide effective leadership, direction, professional supervision and support to a multidisciplinary team of Maternal and Child Health professionals.
- Foster a positive, inclusive, child-safe and accountable workplace culture aligned with Council values and professional standards.
- Support workforce capability through structured supervision, performance development, mentoring and access to professional learning.

- Plan, allocate, monitor and adjust workloads and staffing resources to ensure responsive, efficient and high-quality service delivery.
- Manage time effectively, prioritise competing demands and plan work to achieve service and organisational outcomes within agreed timeframes.
- In collaboration with the Manager, contribute to the development, implementation and monitoring of service budgets, operational plans and resource allocation.
- Lead recruitment, induction and workforce planning processes to support service continuity, capability and sustainability.

Interpersonal Skills

The Coordinator will have:

- Highly developed verbal and written communication skills, with the ability to communicate clearly and professionally with staff, families, senior leaders, external partners and community stakeholders.
- Strong capacity to influence, negotiate and build trust with a wide range of internal and external stakeholders to achieve shared service outcomes.
- Ability to delegate appropriately, build capability in others and support professional growth through coaching and mentoring.
- Capacity to explain and justify decisions, provide constructive feedback and manage sensitive or complex conversations effectively.
- Demonstrated ability to work both autonomously and collaboratively within a leadership team environment.
- Proven skills in resolving conflict, managing differing perspectives and supporting collaborative problem solving across organisations and service systems.
- A consistent commitment to a team-oriented, strengths-based and family-centred approach to the development, delivery and evaluation of Maternal and Child Health services.

Qualifications & Experience

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Division 1 Registered Nurse, with additional tertiary qualifications in Midwifery and Maternal and Child Health.
- Postgraduate qualifications in leadership, management or a related field, and/or substantial leadership experience in a health or early years setting, will be highly regarded.
- Demonstrated experience and expertise across all aspects of Maternal and Child Health service delivery, including extensive practice as a Maternal and Child Health Nurse within both Universal and Enhanced MCH contexts.
- Strong, current knowledge and application of the Victorian Maternal and Child Health Program, including the Key Ages and Stages Framework, Practice Guidelines, Program Standards and the Revised Enhanced MCH Framework.
- Extensive experience leading, supervising and coordinating MCH teams or comparable professional teams within highly regulated, clinical and public sector environments.
- Demonstrated experience in both strategic and operational planning, implementation and evaluation of health and family services for children and families.
- Proven experience in service planning, quality improvement and continuous improvement within Maternal and Child Health or related early years service systems.
- Knowledge of, and demonstrated ability to ensure compliance with, relevant data collection, reporting and information management systems, or a demonstrated capacity to quickly acquire this knowledge.

- Experience delivering or managing services in rural or regional communities is desirable.
- Well-developed computer literacy, including experience using database systems, web-based applications and Microsoft Office, and familiarity with Maternal and Child Health service portals and reporting systems.
- Current Senior First Aid Certificate, or the ability to obtain one prior to commencement.
- Hold a current Working with Children Check, or obtain one prior to commencement, and maintain it for the duration of employment.

KEY SELECTION CRITERIA

1. Maternal and Child Health Expertise and Clinical Governance

- Proven ability to provide professional and clinical leadership, support safe and evidence-based practice, and uphold strong clinical governance within a public health or early years' service.

2. Strategic Service Leadership and Continuous Improvement

- Proven ability to analyse service data, identify emerging community needs, evaluate service performance and lead initiatives that improve service quality, equity, accessibility and outcomes for children and families.
- Experience contributing to policy development, service planning and integrated service responses within a local government or similarly complex environment.

3. People Management and Workforce Capability

- Proven ability to lead, supervise and support professional teams within a clinical or highly regulated environment. Demonstrated experience in workforce planning, performance development, professional supervision, mentoring and supporting staff wellbeing.
- Ability to foster a positive, respectful and child safe workplace culture, ensuring staff practice in accordance with professional standards, legislation and organisational policies.

4. Partnership Building and Stakeholder Engagement

- Demonstrated ability to build and maintain effective partnerships with a wide range of internal and external stakeholders, including community agencies, health providers, government departments, tertiary institutions and allied services.

5. Governance, Compliance and Accountability

- Demonstrated knowledge of and commitment to compliance with relevant legislative, regulatory and policy frameworks, including child safety, privacy, occupational health and safety, and information sharing obligations (CISS and FVISS).
- Ability to manage budgets, monitor expenditure, meet funding and reporting requirements, and provide accurate, timely advice to management, Executive Leadership and Council as required.

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.

- Refer to Council's Enterprise Agreement for the work team arrangement conditions applicable to this role.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

APPROVAL

Approved By (Department): Children's Services

Reviewed By (P&C): Coordinator People & Culture

Date: April 2026

Employee Acceptance: *Accepted via onboarding portal*