

Position Description

Coordinator MCH & Immunisation

Position information

Position Title:	Coordinator MCH & Immunisation
Classification:	Family Services Coord Year 2 + 6.5% Qualification Allowance + 13% Additional Duties Allowance
Reports to:	Manager Inclusive Communities
Division:	Community Services
Department:	Inclusive Communities

Our Strategic Context

Strategic Alignment

Ensure we are aligning our culture, capability, capacity, and commitment to deliver the Council Plan community outcomes of “Love Where We Live”, Our People, Our Place, Our Promise.

Vision Statement

One Bayside – delivering great outcomes for the community.

How we work Together

Organisational Values

Reinforcing our commitment to a values-driven organisation:
respect each other, find better ways, work together, own it.

Principles

We hold ourselves, and each other, accountable to our shared values, behaviours, and principles – they are our foundations and underpin all the work we do in achieving the Council Plan.

Empowered - staff are trusted and accountable.

Collaborative - foster an inclusive culture.

Innovative and Agile - further creativity, growth, and efficient ways of working.

Strategically Aligned - set up for success and resourced to deliver the Council Plan.

Customer Focused - customers are at the centre of everything we do.

Position Purpose

The Coordinator Maternal and Child Health and Immunisation is responsible for leading and coordinating the delivery of Council's Maternal and Child Health (MCH) and Immunisation services to meet community needs and legislative requirements.

The role provides strategic and operational leadership across both service areas, ensuring high-quality, evidence-based practice, effective service planning, and continuous improvement in outcomes for children and families.

The position leads a multidisciplinary team and works collaboratively across Council and with external stakeholders to ensure integrated, accessible and responsive early years and immunisation services aligned to Council priorities.

Position – Responsibilities

Key Function	Responsibility	Outcomes
Service Leadership and Delivery	<ul style="list-style-type: none"> Lead and coordinate the day-to-day delivery of Maternal and Child Health and Immunisation services, ensuring safe, accessible and responsive services that meet legislative and community requirements. Monitor service demand, access and performance to support effective service delivery. Provide visible and responsive leadership to support staff, decision-making and escalation in a high-risk service environment. Contribute to Council planning processes relating to community infrastructure, service provision and long-term service planning. 	<ul style="list-style-type: none"> MCH and Immunisation services are delivered safely, consistently and in line with legislative and clinical requirements. Services are accessible and responsive to community needs. Service demand and access are effectively managed. Council MCH infrastructure meets current and future community needs.
Service Planning and Direction	<ul style="list-style-type: none"> Plan and develop the direction of MCH and Immunisation services in partnership with the Manager Inclusive 	<ul style="list-style-type: none"> Service planning reflects community need and growth. Service gaps are identified and addressed

	<p>Communities and Team Leaders.</p> <ul style="list-style-type: none"> • Identify service gaps and respond to emerging community needs with appropriate strategies. • Provide leadership in communicating service priorities aligned to Council plans and community outcomes. 	<p>through targeted responses.</p> <ul style="list-style-type: none"> • Service direction aligns with Council Plan, Health and Inclusion Plan and organisational priorities.
Quality and Continuous Improvement	<ul style="list-style-type: none"> • Lead the application of contemporary, evidence-based practice across MCH and Immunisation services. • Support continuous improvement initiatives to enhance service delivery outcomes. • Coordinate the development, review and implementation of policies and procedures. 	<ul style="list-style-type: none"> • Services reflect current best practice and clinical standards. • Continuous improvement is embedded across the service. • Policies and procedures are current, consistent and applied effectively.
People Leadership and Workforce Management	<ul style="list-style-type: none"> • Lead and manage Team Leaders and staff to ensure a high-performing and supported workforce. • Provide supervision, coaching and performance management to build capability. • Support workforce planning and development aligned to service needs. • Provide leadership through Team Leaders to ensure effective service delivery and avoid duplication of operational responsibilities. • 	<ul style="list-style-type: none"> • A capable, engaged and high-performing workforce is maintained. • Staff are supported in their development and held accountable for performance. • Workforce capability aligns with service demand and priorities.
Service Operations and Performance	<ul style="list-style-type: none"> • Coordinate overall service operations, including annual planning, financial 	<ul style="list-style-type: none"> • Services operate within approved budgets and resource allocations.

	<p>management and resource allocation.</p> <ul style="list-style-type: none"> • Monitor service performance, utilisation and outcomes and provide reporting as required. • Use data and insights to inform service improvements and decision-making. 	<ul style="list-style-type: none"> • Performance is monitored and reported accurately. • Data supports informed decision-making and continuous improvement.
Governance and Compliance	<ul style="list-style-type: none"> • Ensure MCH and Immunisation services meet legislative, regulatory and funding requirements, including clinical governance and Department of Health obligations. • Oversee risk management and ensure compliance with Council policies and procedures. • Ensure policies and procedures are consistently implemented across the service. 	<ul style="list-style-type: none"> • Compliance obligations are met. • Risks are identified and managed appropriately. • Policies and procedures are applied consistently across the service.
Stakeholder Engagement and Partnerships	<ul style="list-style-type: none"> • Build and maintain strong relationships with internal teams, health providers, community organisations and government stakeholders. • Support integrated service delivery across early years and health services. • Represent Council in relevant external forums and partnerships. 	<ul style="list-style-type: none"> • Strong partnerships support coordinated and effective service delivery. • Stakeholders are engaged and collaborative. • Community outcomes are strengthened through integrated service approaches.
Emergency Management Support	<ul style="list-style-type: none"> • Support Council's Emergency Management responsibilities, including undertaking the role of Deputy Municipal Recovery Manager as required. 	<ul style="list-style-type: none"> • Council's emergency management obligations are supported. • Recovery coordination is delivered effectively when required.

Position - Organisational Relationships

Key Internal Contacts: Manager Inclusive Communities
Team Leader Maternal and Child Health
Team Leader Immunisation
Maternal and Child Health staff
Immunisation staff
Inclusive Communities staff
People and Safety team
Finance team
Emergency Management team

Key External Contacts: Department of Health
Hospitals and health service providers
General Practitioners and allied health providers
Early years and community service providers
External service providers and contractors
Other local government organisations
Professional networks and associations
Community members and families

Position - Delegations

Financial Delegations: As per Financial delegations

People and Position Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	<ul style="list-style-type: none">• Accountable for the effective delivery and performance of Maternal and Child Health and Immunisation services.• Operates with a high degree of autonomy within Council policies, legislative frameworks, and approved budgets.• Responsible for service planning, resource allocation, and performance outcomes across the service.• Provides professional advice and guidance on matters relating to early years health and immunisation services.• Ensures compliance with legislative, regulatory and organisational requirements.• Decisions impact service delivery outcomes, community experience and organisational performance.
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	<ul style="list-style-type: none"> • Demonstrates leadership within the Inclusive Communities department and the broader organisation.
Judgement and Decision Making	<ul style="list-style-type: none"> • Applies sound judgement to complex service delivery, workforce and community needs. • Interprets and applies legislation, policy and Department of Health requirements to operational decision-making. • Identifies and evaluates options to address service gaps, risks and emerging issues. • Makes decisions with consideration to risk, service impact and organisational priorities. • Exercises initiative in improving service delivery, processes and practices.
Interpersonal Skills	<ul style="list-style-type: none"> • Highly developed communication skills, with the ability to provide clear, concise advice and information. • Builds effective working relationships with internal and external stakeholders. • Demonstrates the ability to influence, negotiate and resolve issues in a professional manner. • Engages effectively with staff, community members and service providers. • Represents Council with credibility in external forums and partnerships.
Qualifications and Experience	<ul style="list-style-type: none"> • Relevant tertiary qualification in nursing, midwifery, public health or a related discipline. • Post-graduate qualification in Maternal and Child Health (or equivalent) is required. • Demonstrated experience in leading health or community-based service delivery. • Experience managing multidisciplinary teams and service operations. • Understanding of Maternal and Child Health and Immunisation service frameworks within local government or public health settings.
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • Strong understanding of Maternal and Child Health and Immunisation programs, standards and practices. • Knowledge of relevant legislation, policies and Department of Health requirements. • Understanding of early childhood development and health service delivery models.- Ability to plan, monitor and improve service performance and outcomes. • Experience in budgeting, reporting and service planning within a public sector environment.

	<ul style="list-style-type: none"> • Understanding of governance, risk and compliance in service delivery.
Management Skills	<ul style="list-style-type: none"> • Proven ability to lead, manage and develop staff in a multidisciplinary team environment. • Ability to plan, prioritise and manage competing demands within a complex service environment. • Demonstrated capability in managing performance, resources and service delivery outcomes. • Ability to drive continuous improvement and support organisational change. • Strong organisational skills with the ability to coordinate service operations efficiently.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.

- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety, and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce the impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement, and environmentally sustainable development (ESD).

