

POSITION DESCRIPTION

Position Title: Immunisation Administration Officer

Position Number: 200518, 200519, 202081, 204094

Date of PD: 19 October 2026

Classification: Band 5

Position Purpose

Working collaboratively within the Immunisation Team to provide quality administrative and operational support, ensuring the efficient, compliant and effective delivery of Council's Immunisation Service within the community.

Key Responsibilities

- Provide administrative support to the Immunisation Team Leader to facilitate the effective delivery of Council's Immunisation Service.
- Maintain and ensure accuracy of databases used in service delivery. Generate reports and maintain accurate documentation to support service delivery, legislative compliance, monitoring and reporting requirements
- Review client's vaccination records to ensure they align with National Immunisation Program (NIP) requirements and contribute to the timely reporting of those records to the Australian Immunisation Register.
- Attend and participate in community and school based immunisation sessions, including setting up equipment and materials, ensuring sessions are conducted in accordance with correct procedures and protocols.
- Provide timely, accurate and professional responses to immunisation enquiries from clients and stakeholders, ensuring all interactions are appropriately documented.
- Respond to customer and stakeholder enquiries, providing immunisation advice and information within scope of knowledge.
- Assist in the cold chain management of vaccines.
- Contribute to a safe and compliant work environment by supporting risk management practices and adhering to Council policies and procedures.
- All our employees are expected to live and uphold the organisation's values in their daily work, decision-making, and interactions with others.
- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed.

Risk Management

Accountable for the implementation and maintenance of sound risk management within the areas of responsibility and in accordance Wyndham's Risk Management Policy. Create an environment where managing risk is accepted as the personal responsibility of each employee.

Occupational Health & Safety

All employees of Wyndham City Council must take care of their Health and Safety, as well as those who work around them. They will be expected to:

- Conduct their role in a safe manner and in accordance with OHS legislation provided safety procedures and safe working instructions.
- Not intentionally or recklessly interfere with or misuse anything in the workplace in a way that may diminish the Health, Safety or Wellbeing of themselves or anyone else.
- Report incidents, hazards or near misses they observe or are involved in promptly.
- Participate where requested in incident investigations, risk assessments and role specific training.

Child Safety

Wyndham City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. Employees must report any concerns relating to child safety to their supervisor. All allegations and safety concerns will be treated seriously in line with our policies and procedures to uphold our commitment. It is the responsibility of each employee to familiarise themselves with the Child Safety and Wellbeing Code of Conduct and the Child Safety, Wellbeing & Reportable Conduct Policy.

Accountability and Extent of Authority

- The freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with senior staff and a regular reporting mechanism to ensure adherence to plans.
- The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by more senior employees.
- Where direct support and assistance is provided to more senior employees, the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision Making

- The objectives of the work are usually well defined but the method, technology, process or equipment to be used must be selected from a range of available alternatives.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

Management Skills

- Skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where supervision is part of the job, an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- Ability to write reports in their field of expertise and/or to prepare external correspondence.
- Well-developed verbal and written communication skills.
- Our organisation is representative of our diverse community. All our positions therefore require an understanding and respect for people from diverse backgrounds and the ability to work and build relationships in diverse and cross-cultural environments.

Specialist Skills and Knowledge

- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Supervisors require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the goals of the wider organisation.
- Proficiency in the Microsoft Office suite and the ability to apply computer literacy skills to a range of new/different software programs in the performance of duties.
- Working knowledge of the administrative aspects of immunisation outlined in the NH&MRC Australian Immunisation Handbook (current edition) and Department of Health Guidelines.
- Knowledge of the procedures and processes used within Wyndham Immunisation Service.
- A sound knowledge of the National Immunisation Program (N.I.P), the Australian Immunisation Handbook, and Department of Health guidelines, and the application of these in the delivery of Council's Immunisation service.
- Proficiency in the use of databases required for the provision of quality service delivery.
- Excellent problem-solving skills, with the ability to communicate information clearly to diverse audiences.
- Ability to work within a multi-disciplinary team.

Qualifications and Experience

- The skills and knowledge needed are beyond those normally acquired through completion of secondary education alone.
- Degree or diploma course in Administration with little or no relevant work experience or lesser formal qualifications with relevant work skills, or relevant experience and work skills commensurate with the requirements of the work in this Band.
- Diverse administration experience gained through on the job training commensurate with the requirements of the role and demonstrated ability to maintain administrative systems and processes.
- Current Victorian Driver's License
- Current Working with Children Check
- Experience in immunisation service provision (desirable)
- Current Level First Aid Certificate or willingness to obtain (desirable)

Inherent Physical Requirements of Position

This section lists the demands and work environment in order to perform the essential functions of this position. Wyndham City Council is committed to providing reasonable adjustments to ensure that all employees, including those with disabilities, have equal opportunity to perform the essential functions of their role.

Task	Description
Office Duties	<ul style="list-style-type: none">- Using a workstation with adjustable office furniture, general office-based work such as handling files, attending phone calls and customer enquiries and using a computer for up to one hour at a time, followed by a break.
Standing/Walking	<ul style="list-style-type: none">- Required to walk on sites, possibly on uneven surfaces
Climbing	<ul style="list-style-type: none">- Stepping in and out of vehicles
Driving	<ul style="list-style-type: none">- Required to drive private or Council owned vehicle
Commuting	<ul style="list-style-type: none">- Required to travel within the Municipality to undertake Council business (as required)
Carrying/Lifting	<ul style="list-style-type: none">- Occasional lifting and carrying of items- May need to lift up to 20 kgs
Pushing/Pulling	<ul style="list-style-type: none">- Push/pull forces of up to 10kg
Bending/Stooping & Reaching	<ul style="list-style-type: none">- Required to bend and reach occasionally
Work Environment	<ul style="list-style-type: none">- Exposure to noise
Other:	<ul style="list-style-type: none">- Dealing with difficult customers- On site face to face service- Loading and unloading vehicles with immunisation equipment- Handling sharps containers

Other Relevant Information

- Employment is, and remains, subject to the presentation of the right to work in Australia.
- Appointment is subject to a satisfactory completion of a police check and can be requested to be renewed from time to time.
- May be required to work at other sites across Wyndham City to meet operational and business requirements.
- Flexibility to work occasional after hours and weekends/public holidays as required /in accordance with the relevant roster.
- Applicant must be prepared to provide back up to Councils 'after hours' immunisation vaccine management and the safe management of vaccines
- This position may be required to work at other sites across Wyndham City to meet operational and business requirements.

Key Selection Criteria

- Degree or diploma course in Administration with little or no relevant work experience or lesser formal qualifications with relevant work skills, or relevant experience and work skills commensurate with the requirements of the work in this Band.
- Well-developed written and verbal communication skills and ability to produce reports and routine correspondence.
- Demonstrated skills in managing time, setting priorities and planning and organising own workload in order to achieve specific and set objectives efficiently Demonstrated experience in developing positive relationships with internal employees and external customers.
- Current Victorian Drivers License
- Experience in Immunisation service provision or a willingness to learn (desirable)

This Position Description has been developed in accordance with Band 5 Descriptors and Classification Definitions contained within the Wyndham City Enterprise Agreement and Local Government (Victorian Local Authorities Award) Descriptors (as applicable at time of position creation or position review). Concluded Band 5.