



POSITION DESCRIPTION

Position Title:	Maternal & Child Health Service (MCH), Administration Support Officer		
Classification:	Band 5	Status	MCH Coordinator
Group:	Community & Planning Services	Business Unit:	Community & Family Services
Reports to:	MCH Coordinator		
Direct Reports:	Nil	Date:	Feb 2026

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council’s vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- Provide effective and efficient clerical and administrative support to the MCH Service
- Provide excellent customer service to the public

Maternal and Child Health Service (MCH)

Council’s MCH service supports children and parents/carers and our work is underpinned with the principles that children are valued members of our community in their own right. As such the needs of children and their families are an integral part of the planning, design and implementation of our services. Parents and carers are acknowledged as central to the health, wellbeing and development of their children and therefore we place a great emphasis on the consideration of the whole family in our services.

MCH has three key outcomes for children and families:

Be Healthy:

Young children’s physical, emotional and social wellbeing is promoted by providing support, prevention and early detection. Parents have the knowledge and confidence to take in to account their strengths and vulnerabilities whilst shaping family life and helping their children grow.

Be Safe:

All young children grow up actively learning, healthy, sociable and safe irrespective of family circumstances and background. Young children are safe from harm and families are equipped through their knowledge and skills to support their safety.

Be Connected:

Young children and families have a sense of connection to their family, friends and the wider community. Families are brought together through helping them to foster social networks, access local playgroups and gain information on activities that strengthen their local community connections.

KEY RESPONSIBILITIES AND DUTIES

Support all MCH staff in their administrative duties by providing general administration support as required including but not limited to:

- Liaise with community to book client appointments and maintain MCH centre booking calendars
- Request, receive and process client records (transfers) from other municipalities
- Prepare and send client records (transfers) to other municipalities
- Support MCH Universal Team Leader as required
- Reschedule client appointments when nurses have unexpected /sick leave
- Assist clients with enquiries in a timely manner and ensure they are handled appropriately and referred to the appropriate officer if necessary
- Take calls from Child Protection/DHHS (in communication with call back policy) with enquiries and assist/refer to appropriate officer as necessary
- Take and prepare minutes of MCH meetings
- Word processing including reminder letters or instigation of SMS messaging to clients for key age & stage visits, correspondence on behalf of nurses etc.
- Scan relevant client information/documentation to CDIS database
- Monitor delivery and distribution of DET handout materials
- Collect/send/distribute mail on behalf of nurses
- Order equipment/supplies as required or directed
- Prepare any hard copy materials for annual archiving
- Maintain confidentiality at all times
- Adhere to Child Safe Standards
- General administration or other tasks as required within scope of skills and experience
- Assist Co-ordinator and Team Leaders in raising purchase orders and making Tech1 enquiries.
- Work as part of the MCH team with MCH staff and other employees within council
- Attend MCH unit and divisional meetings as required.
- Organisation of recruitment processes – liaison with team leaders and HR, arranging interviews, paperwork etc.
- Maintain professional development register
- Utilise workload estimation model or equivalent system
- Monitoring of pending expiry of Working With Children check and prompting for and checking renewal
- Annual check of APHRA midwife and general nurse registration
- Extreme weather activation
- Liaising with Community Places regarding facilities issues such as repairs, maintenance
- Data collation and analysis as required
- OHS centre checks

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Able to make sound decisions based on experience and good judgement.
- Knowledge of **Victorian Maternal and Child Health** policies, procedures and relevant acts and regulations is **highly desirable**
- Proven experience in a supervisory role (if applicable).
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a casual position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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