

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Environmental Health Officer	DIRECTORATE: Planning & Sustainability	DATE: February 2019
REPORTS TO: Senior Environmental Health Officer	SERVICE UNIT: Health & Compliance	LEVEL: 5/6
POSITION NUMBER: CB31004 / 34201; 34301	SUB UNIT: Health Services	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Planning & Sustainability Directorate** is responsible for managing all of the land use planning, development and integrated compliance functions of the City; supporting projects from inception, assessment, approval, and delivery of new developments and communities. The Directorate provides effective and proactive planning and compliance services to ensure great places and quality lifestyles.

POSITION CONTEXT

Under regular supervision of the Senior Environmental Health Officer, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; members of the public; and City leaders and employees.

The role exercises the legislated and delegated powers of an Environmental Health Officer under the provisions of relevant legislation. This role may work outside of normal business hours to support the delivery of Service Unit activities.

A challenging aspect of the role is ensuring maintaining knowledge and consistent interpretation of relevant legislation and local laws with a high volume of work and prescribed time limits. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver better customer outcomes and have the capacity to adapt to changes in the internal and external environment. As such all roles may be required to work in any Service Unit across the City, subject to consultation, and perform activities outside of those

described in this position description, aligned to the skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides a health service to address aspects of the natural and built environment that may affect human health, meeting both customer needs and corporate standards, and in accordance with relevant legislation and local laws.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

Collaboration & Teamwork	<ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Contributes to the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none">• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
Efficient & Effective Delivery	<ul style="list-style-type: none">• Administers the requirements of environmental health legislation to provide a safe and healthy environment for the community.• Inspects and monitors registered businesses within the City to assess compliance with relevant environmental health legislation and implement appropriate actions to ensure compliance.• Investigates and resolves complaints from residents relative to environmental health matters within a timely manner, issuing notices where applicable and proceeding with follow-up inspections as required.• Takes appropriate enforcement action in consultation with leader when noncompliance is identified and initiating prosecution action in accordance with policies, procedures, local laws and legalisation.• Provides a health approval service, including assessments, inspections and certifications, within prescribed time limits; ensuring compliance with relevant legislation, local laws and the City's policies and procedures.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability activity.
Systems & Processes	<ul style="list-style-type: none">• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.• Contributes to the development of processes and procedures that support the work of the Service Unit.
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none">• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.• Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.• Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- University qualification in Environmental Health that affords eligibility for appointment as an authorised officer pursuant to relevant State legislation.
- Relevant experience in a similar role.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C Class Drivers Licence.

Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Foundational research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

Key Stakeholder Relationships:

- Support the Manager Health Services and Coordinator Health Services to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations that are specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Signature

Date

Next Up Leader Name

Signature

Date