

POSITION INFORMATION

Internal and External



Position Title	Environmental Health Officer
Position Status	Permanent Full Time
Position Number	N00391
Salary Level	LGO 3 – 6 (\$62,863 - \$87,837 per annum) + superannuation based on skills, qualifications and experience
Division	Planning, Environmental and Cultural Services
Section	Planning
Closing Date	WEDNESDAY 18 SEPTEMBER 2019

Townsville City Council acknowledges the traditional owners and custodians of Townsville, the Bindal and Gurambilbarra Wulgurukaba peoples.

Townsville: City of Opportunity

Townsville is the capital of Northern Australia, and Townsville City Council is the largest regional council in Queensland. Our Council is undergoing a whole-of-organisation transformational change which will place our customers at the heart of everything we do and allow us to take advantage of exciting opportunities to revolutionise the delivery of services to a community of more than 190,000 residents. Council strives to facilitate sustainable economic development for our region, enhance quality of life for our residents, and identify and unlock the potential of our City through inspired leadership, co-design of services with the community, and sustainable and innovative business partnering.

The **Environmental Health Officer** will contribute to implementing a holistic program of change across Planning, Environmental and Cultural Services Division in collaboration with the section leadership team and in consultation with the Townsville community. This will involve leading the Environmental Health and Regulatory Services team on a transformative journey focusing on the needs and aspirations of the Townsville community developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value.

This position is responsible for delivering solutions to complex environmental health, compliance and enforcement issues in the community. This is achieved by applying highly developed knowledge to departmental investigations, applications and approvals to achieve desired compliance outcomes.

This position contributes to a high performing team and works collaboratively to address a range of environmental health, compliance and enforcement activities whilst demonstrating a high level of customer engagement and service delivery. This position provides subject matter expertise to the team, managing complex escalated investigations and shares their knowledge through mentoring, coaching and training other staff members to promote a constructive and continuously improving work environment.

This position works within a geographically based multi-disciplined team by servicing environmental health, compliance and enforcement functions within their area however will also be available to assist in other areas to achieve desired outcomes. The teams will have levels of escalation of services within the areas based on type and complexity of task. This role will have a heavy focus on sharing their knowledge and expertise with other team members within the department and key contacts outside of the department.

There are a number of organisational partnerships that will be vital to the success of this role. These partnerships include colleagues across the Section and Council, and more broadly, the role will work closely with a range of state government compliance agencies, community groups and the general public.

Key Accountabilities

Keeping the customer at the heart of all activities, the **Environmental Health Officer** will:

- Deliver an outcomes-focused culture where leaders and staff take personal accountability for delivering on Council's vision and policy.
- Ensure that the Planning Section delivers on co-design of services with the community, a whole-of-Council approach to integrating service delivery, and an innovative view of Council's long-term opportunities.
- Build and maintain key stakeholder relationships.
- Ensure internal and external customer service provisions enhance the customer/supplier value chain, through continuous improvement of processes, practices and procedures.
- Undertake complex investigations relative to state and local laws with a focus on public health, environmental protection and environmental health. This will include but not limited to public health orders, asbestos investigations, high risk food, high risk personal services, water pollution, high risk nuisances with odour, light and noise etc.
- Conduct routine inspections of regulated businesses (food, environmentally relevant activities, trade waste etc.) and ensure compliance and/or enforcement actions occur.
- Undertake public health, environmental protection and environmental health related complaints to comply with statutory obligations: recommend or implement outcomes that reflect compliance with the relevant legislation.
- Lead and/or partake in proactive work with the community, partners and stakeholders to educate and provide advice on compliance with local and state laws (i.e. community events, aged homes, real estate agents, schools, clubs).
- Manage escalated complex investigations raised by Compliance Officers and provide coaching and mentoring for the range of services that may need specialist expertise such as food issues, nuisance investigations etc.
- Have a high knowledge of Disaster Management and assist with the planning, review and implementation of activities within the Section
- Provide advice and assess applications received for permitted activities including site visits and the generation of conditions relative to the approval. (e.g. food, Environmental Relevant Activities).
- Other duties as directed by the Coordinators Environmental Health, and Team Manager Environmental Health and Regulatory Services.
- Follow reasonable directions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event.
- Ensure that your obligation with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed.

Key Requirements

- Degree and/or post graduate qualifications in Environmental Health.
- High level of knowledge and understanding of environmental health legislation including the *Public Health Act, Environmental Protection Act, Public Health (Infection Control for Personal Appearances), Food Act, Local Government Act, Planning Act, Residential Services (Accreditation) Act, Waste Reduction and Recycling Act, State Penalties Enforcement Act* and other acts relevant to the role.
- High level of knowledge of the principles and concepts of environmental health.
- High level of understanding of technical situations related to environmental health and the ability to provide recommendations.
- Sound time management skills including the ability to plan, prioritise and organise own work, achieve set and agreed performance and service standards and meet deadlines.
- Highly developed skills in engaging with the community to raise awareness of evolving issues of environmental health.
- Excellent skills in communicating with people from a range of backgrounds and represent council in a professional manner.
- Experience supporting team members to develop confidence and coach others to increase their capability.
- Guide and instruct cadet Environmental Health Officer in conducting their duties and in their professional development.
- Experience in using technical equipment in the environmental health field.
- Highly experienced in use professional judgment and discretion to determine appropriate compliance action when work practices are available and not defined.

- Highly experienced in critically reviewing, interpreting and analysing information including legislation, technical reports, standards and policies.
- Highly experienced in being flexible, prioritising responding quickly and make sounding judgments in difficult and time pressured situations.
- Excellent skills in providing high quality customer service and understand customer needs.
- Current unrestricted Queensland "C" class drivers licence.
- Authorised Persons card (TCC) or ability to obtain.
- Asbestos awareness training or ability to obtain.
- Disaster management training or ability to obtain.

Position Dimensions

Our Council employs 1700 staff and has an annual budget of \$593 million and assets of \$4.6 billion.

Reporting Structure

The Environmental Health Officer directly reports to the Coordinator Environmental Health.

Application Requirements

When applying for a position, please start by downloading and reviewing our **Application Guidelines**.

Your application should include:

- A detailed Cover Letter (1-2 pages) addressed to the Recruitment Team, outlining how your skills, qualifications and experience meet the Key Requirements of the position; and
- Your current resume; and
- Evidence of your right to work in Australia if born outside of Australia; and
- A copy of the required qualifications/licenses/tickets as per the Key Requirements of the Position Information document including;
 - Degree and/or post graduate qualifications in Environmental Health

Applications can be emailed to hr.applications@townsville.qld.gov.au with the email subject heading referencing your Full Name_Position Number_Position Title.

Note, successful candidates will be subject to;

- Pre-employment Drug and Alcohol Screen (mandatory)
- Probation period (3 or 6 months)
- Background checks
- Criminal history checks
- Pre-employment medical assessment

Current TCC employees are required to discuss their intention to apply for an advertised position with their Team Leader/Team Manager prior to lodging an application.

For further information contact Recruitment Services on (07) 4727 9089 or 4727 9027.