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| Department of Health & Human Services |
| Position description |

# Manager/Strategic Adviser

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| Title | Manager/Strategic Adviser |
| Classification | VPS6 |
| Branch/Division | Office of the Deputy Secretary  COVID-19 Policy & Strategy |
| Work location | Working from home |
| Position number | 590227 |
| Employment type | Fixed term, full time until 30 June 2021 |
| Salary range | $122,502 - $163,934 |
| Position reports to | Julie Walsh/Brigid Monagle – Deputy Secretaries, COVID-19 Policy, Strategy and Information |
| Further information | E: fleur.norfolk@dhhs.vic.gov.au  M: 0411 027 983 |
| Closing date | 25 October 2020 |

## The Division

The COVID-19 Policy and Strategy Division provides forward thinking, planning and policy development relating to COVID-19 public health and facilitates deep engagement with impacted stakeholders and strong strategic planning. The stream is also responsible for:

* The coordination of forward strategy and Crisis Council of Cabinet,
* The Directions Implementation and Operations team which ensures public health advice is translated into effective legal instruments, and
* The Directions Call Centre, established to respond to public queries about the CHO’s directions

## Purpose and accountability

The Manager, Office of the Deputy Secretary provides high level strategic advice and management support to the Deputy Secretaries on a broad range of issues and projects. The position regularly liaises with a wide range of internal and external stakeholders and operates with a high-level of professionalism, initiative and collaboration.

You will lead and coordinate a range of Divisional responses and projects. You will also provide critical strategic advice and analysis on areas of specific importance to the Deputy Secretary and coordinate the operation of the Divisional Executive group.

You will operate in a complex and demanding environment, requiring capacity to exercise sound judgement, liaise effectively with senior executives and build relationships with key people.

### Key tasks

* Provision of high-level strategic advice and management support to the Deputy Secretary and manage the Office of the Deputy Secretary to ensure it operates with a high-level of professionalism, initiative and collaboration.
* Crisis Council of Cabinet (CCC) Coordination - Tracking CCC agendas, submissions and comments, communication of information across divisions and branches, issue resolution and escalation as required.
* Ministerial and parliamentary matters - Triaging and allocating items for response, reviewing and quality assuring drafts before they’re finalised, ensuring collaboration across branches and divisions when required. Preparing ad hoc responses, if necessary.
* Governance - Managing approval workflows, escalating issues to the Deputy Secretary or Executive Directors, coordinating and contributing to departmental business processes (e.g. risk management) as required.

**Qualifications and experience**

Prior experience in a Dep Sec or EDs office or similar and/or Experience managing cabinet submission process highly desirable

**Pre-employment screening**

All competitive applicants are subject to a satisfactory National Police History Check and misconduct screening as part of the recruitment assessment process.

Applicants who have lived overseas for 12 months or longer in one country in the last 10 years are required to provide an international police check. Applicants can obtain this from the relevant overseas police agency - see the [Character and police certificate requirements page](https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character) of the Department of Home Affairs website and select the relevant country.  Alternatively, applicants can obtain a check through an organisation which provides international police checks: search the internet for ‘international police checks.’

## Organisational environment

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly and we actively encourage job applications from Aboriginal people, people living with disability, LGBTI and people from varied cultural backgrounds.

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

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The department has a zero tolerance towards violence within the workplace and recognises the rights of all staff to be free from violence and gender- related discrimination.



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* We are respectful
* We have integrity
* We collaborate
* We care for people, families and communities
* We are accountable
* We are innovative.

## Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see [www.careers.vic.gov.au/why/benefits-conditions](http://www.careers.vic.gov.au/why/benefits-conditions)

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on [DiversityInclusion@dhhs.vic.gov.au](mailto:DiversityInclusion@dhhs.vic.gov.au).

## Other relevant information

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.



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| Department of Health & Human Services |
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Principal Public Health Medical Officer

1. The successful applicant will play a key role in relation to developing, delivering and improving investigation and control activities in Victoria’s Health Protection activities.
2. This position will be responsible for providing authoritative public health advice, information and direction to departmental officers, management, key stakeholders and members of the community. This job offers an excellent opportunity for those wishing to develop skills in health protection policy and planning (communicable diseases, environmental health, and food safety), preventative health and public health emergency management.
3. This position is required to participate in an on-call roster and provide response outside of standard business hours.

**Are you**

* A Medical Practitioner registered with Australian Health Practitioner Regulation Authority with an interest in public health issues?
* Skilled and experienced in developing and leading public health and health protection activities?
* Proactive in taking the initiative with a commitment to continuous improvement?

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| **Title** | Principal Public Health Medical Officer |
| **Classification** | VPS 6 |
| **Team, unit** | Case, Contact & Outbreak Management |
| **Branch/area/region**  **Division** | Health Protection Branch  Regulation, Health Protection and Emergency Management Division |
| **Work location** | 50 Lonsdale Street, Melbourne |
| **Position number** | DHHS/RHPEM/309557 |
| **Employment type** | Full Time – 12 month fixed term contract |
| **Salary range** | Value range 1: $120,692 - $141,102 plus superannuation  Value range 2: $141,103 - $161,511 plus superannuation |
| **Position reports to** | Outbreak Lead, Case, Contact & Outbreak Management |
| **Further information** | Dr Sarah McGuinness, Infectious Diseases Physician  Ph: 03 9096 8655 |
| **Closing date** | TBC |

**Organisational environment**

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**Division**

**Regulation, Health Protection and Emergency Management**

Regulation, Health Protection and Emergency Management consolidates and strengthens the department’s regulatory, oversight and clinical statutory and leadership functions. It delivers the monitoring and analysis of statewide service delivery standards and performance, including service delivery performance analysis and analysis of incidents and adverse events, and identifies trends, issues and risks for internally and externally delivered services.

It is responsible for oversight of the department’s regulatory rule-setting functions. This encompasses the department’s traditional legislative regulatory functions, statutory oversight and review roles, as well as its ethical review and health protection activities.

Regulation, Health Protection and Emergency Management also leads and coordinates statewide responses to emergency events, with a strategic focus on preparedness planning and capability development.

**Branch**

Lead by the Chief Health Officer, the Health Protection Branch’s role is to reduce the incidence of preventable disease by protecting the community against hazards resulting from or associated with communicable disease, food, water or the environment. Delivery of our work requires strong partnerships with the Department’s Divisional officers. The Branch’s business is primarily focused on reducing preventable disease and protecting the community from public health hazards.

To achieve this we:

* Administer programs to protect the health and wellbeing of Victorians
* Provide and improve health education and promotion for the community
* Maintain and build networks and partnerships to deliver work and address challenges
* Manage public health incidents and emergencies now, and improve our capability to do so in the future
* Maintain relationships with partners in emergency response
* Regulate for Health Protection and administer legislation, including: Public Health and Wellbeing Act 2008; Food Act 1984; Safe Drinking Water Act 2003; Radiation Act 2005; Health (Fluoridation) Act 1973

Victoria’s Chief Health Officer is responsible for the provision of public health advice to the Minister, the Department of Health and Human Services and the Victorian community including the exercise of statutory powers under the *Public Health and Wellbeing Act* 2008.

**Role of unit**

The Case, Contact & Outbreak Management unit provides operational support to the Deputy Chief Health Officer to undertaking contact tracing and outbreak management activities.

**Purpose and accountability**

**Purpose**

The role will provide public health medical advice across the Health Protection Branch. This involves developing, delivering and improving investigation and control activities, particularly in the area of communicable disease. The role would be suitable for someone undertaking Advanced Training in Public Health Medicine.

The Health Protection Branch responds to a range of incidents and emergencies, and as such the position is expected to be available to contribute to the branch response, including after-hours work and stand-by duties.

**Accountabilities**

**Operating at value range 1, you will:**

1. Provide expert public health medical, technical and strategic advice and input to policy development, review and reporting on significant issues across the Office of the Chief Health Officer and the Health Protection Branch.
2. Provide public health medical advice and information to respond to incidents and emergencies in the range of environmental health and communicable diseases.
3. Improve public health outcomes by working collaboratively with environmental health experts on the development of standards, procedures, guidelines and policies.
4. Rapidly identify and characterise public health risks allowing interpretation of implications for policy, practice and being able to appropriately prioritise a response.
5. Provide timely expert advice and develop open and effective communication strategies including collection of highly complex, contentious or sensitive information on matters of public health.
6. Provide high quality business intelligence, authoritative advice and sound policy recommendations to senior management and government based on comprehensive research.
7. Oversee the development of policy and initiatives that meet government and departmental objectives within resourcing, timeline and budget parameters.
8. Review and report on high priority issues, risks and trends and prepare and present comprehensive reports, ministerial briefs and cabinet and agency submissions on complex issues.
9. Pro-actively build and maintain effective working relationships and facilitate the flow of information across the department and with key external stakeholders.
10. Maintain an understanding of Commonwealth and State legislative and policy reform directions to influence policy development.
11. Represent the department on committees and community-based forums concerned with achieving government and departmental objectives.
12. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
13. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
14. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Operating at value range 2, you will perform all the above together with increasing involvement to:**

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide leadership and guidance based on advanced expertise.
3. Contribute advanced expertise and knowledge to benefit strategic planning and organisation/sector-wide outcomes.
4. Manage a range of projects/functions each with increased budget, staff responsibilities or strategic importance.
5. Respond productively to deliver solutions and outcomes in an organisational environment complicated by scale, heterogeneity and complexity.

**Selection criteria**

**Knowledge and skills**

1. Policy skills: formulates and communicates public policy options and recommendations; keeps up-to-date with a broad range of contemporary issues; scans for links and potential implications of proposed policy options; liaises with stakeholders.
2. Problem solving: seeks all relevant information for problem-solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness and adjusts actions as required.
3. Systems thinking: diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
4. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.

**Personal qualities**

1. Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. Creativity and innovation: generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Safety Screening**

1. All applicants are subject to a National Police History Check.
2. Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [homeaffairs.gov.au](http://www.immi.gov.au/) and can be searched for under the phrase, ‘penal clearance certificate’.

**Qualifications**

* Full and current registration as a medical practitioner with the Australian Health Practitioner Regulation Agency.
* Fellow or trainee (or eligibility) of the Australasian Faculty of Public Health Medicine.

**Specialist expertise**

* Knowledge and experience in public health medicine, particularly involving environmental health and communicable diseases.

**Conditions and benefits**

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**How and where to apply**

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.

Online – external applicants: visit the job search page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search)

Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health & Human Services, full street address or PO Box XXX, XXX VIC 3XXX. [Human Resources to update]

If you are unable to apply online or having difficulties accessing the information online, please phone <name of Human Resources Officer>, <Phone: XXXXXXX>, for assistance.

**Other relevant information**

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| Department of Health & Human Services |
| Position description |

Senior Operations Manager, Outbreaks

The Senior Operations Manager, Outbreaks leads a team of health professionals who undertake the public health response to notifications of confirmed cases and close contacts of COVID-19, and the investigation of associated outbreaks. The operations team works to prevent the spread of disease through immediate response work. It also contributes to longer term strategic development, policy guidance and project delivery in line with state and national directives.

This position will oversee the Outbreak operational arm of the Case, Contact and Outbreak Management Division, and will include people management responsibilities, the delivery of expert public health advice, and both internal and external stakeholder management at the state and national level. Coordination of operational activities and the delivery of successful outcomes is a critical element of the role and requires an exceptionally high level of attention to detail, critical evaluation, communication and negotiation skills.

The role may require regular or ad hoc participation in a stand-by roster and is required to be placed on a shift-based 7 day roster.

**Are you**

* Capable of managing a fast paced, responsive work environment?
* Able to adapt and learn new systems quickly?
* Have a demonstrated ability to work with limited supervision, managing your time?
* Have demonstrated experience in liaising with internal and external stakeholders to achieve defined objectives?
* Able to establish operational direction on key activities and meet reporting and performance standards?

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| **Title** | Senior Operations Manager, Outbreaks |
| **Classification** | VPS 6.2 |
| **Team, unit** | Case, Contact and Outbreak Management Division |
| **Branch/area/region**  **Division** | Case, Contact and Outbreak Management Division |
| **Work location** | 50 Lonsdale Street, Melbourne |

**Organisational environment**

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**Division**

**Covid-19 Public Health Division**

The COVID-19 Public Health Division manages the response to public health risks associated with COVID-19. This includes the provision of public health advice to Government and other government agencies, oversight of infection prevention and control activities, case contact and outbreak management support, advice around physical distancing and other health directions and the provision of public information and data intelligence

**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the coordination of case and contact management of people who have tested positive to COVID-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

**Purpose and accountability**

**Purpose**

Reporting to the COVID-19 Deputy Chief Health Officer (Case, Contact and Outbreak Management), the position will lead and coordinate a team responsible for the delivery of outbreak management associated with confirmed cases of COVID-19. Activities of investigation, surveillance, management and control underpin the delivery of this service and are the objectives of the role and management of COVID-19 outbreaks.

This role will deliver operational management of the team, maintain data and information standards and resolve complex and technical challenges through the provision of expert public health advice based on evidence and reasoning.

**Accountabilities**

Operating at value range 1, you will:

1. Strategically plan and manage the delivery of communicable disease responses so as to meet Government policy objectives and community expectations. This will be achieved through;
   1. Undertake comprehensive disease notification follow-up, which includes actively undertaking investigations, implementing appropriate public health action according to protocols and ensuring all further action is completed.
   2. Take a lead in developing, providing and maintaining expert and authoritative advice on communicable disease matters for staff, management, regions, local government, external agencies and members of the public.
   3. Take a lead in establishing and maintaining a community of practice for the provision of internal technical advice for the investigation and response of communicable diseases.
   4. Effectively communicate with management and other staff members.
   5. Leading the development and delivery of prevention and control activities.
   6. Researching, preparing and presenting detailed, comprehensive written and verbal reports, including policy and procedures in relation to communicable diseases.
2. Proactively instigate action to identify and actively manage emerging issues and areas of risk in relation to the control of communicable diseases for the government, department and the community.
3. Lead projects that review policies and operating practices to enhance service delivery.
4. Participate in and provide advice on communicable disease prevention and control as relevant to Public Health Emergency Management.
5. Drive change at the organisational level.
6. Effectively manage and provide leadership to a team of employees by:
   1. leading and supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
   2. modelling behaviours integral to good people management and departmental values
   3. providing employees with relevant information and access to safe systems of work, and
   4. managing and monitoring professional development activities in annual improvement plans.

Pro-actively building and maintaining positive relationships with peers and stakeholders across the organisation.

1. Provide strategic advice, coordination and support in relation to complex cases, outbreaks and investigations including the writing of reports and their submission for publication.
2. Initiate and lead the development and review of communicable diseases policy and operational procedures.
3. Develop and implement policy and program guidance to a wide range of key stakeholders in the public and private sectors and represent the department on working groups and committees.
4. Be a key decision maker with a detailed understanding of public health theory and practice as it applies to communicable disease prevention and control.
5. Work with a high level of autonomy and accountability.
6. Work as part of the leadership and management team of the section in the development and implementation of the business and operational plans for the section.
7. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
8. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.
9. Keep accurate and complete records of your work activities in accordance with legislative requirements and the

**Operating at value range 2, you will perform all the above together with increasing involvement to:**

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide leadership and guidance based on advanced expertise.
3. Contribute advanced expertise and knowledge to benefit strategic planning and organisation/sector-wide outcomes.
4. Manage a range of projects/functions each with increased budget, staff responsibilities or strategic importance.
5. Respond productively to deliver solutions and outcomes in an organisational environment complicated by scale, heterogeneity and complexity.

**Selection criteria**

**Knowledge and skills**

1. Leadership: builds team commitment by demonstrating personal conviction; translates organisational strategy into meaningful long-term plans and objectives for own area of responsibility; motivates others to deliver against goals.
2. People management: aligns team with the organisational values and goals through effective people management and modelling, maximises effectiveness by selecting, developing, managing and motivating a high performing team, clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development, ensures staff are effectively deployed through effective workforce planning practices.
3. Strategic planning: thinks at the big picture level, entertains wide-ranging possibilities in developing a vision for the future, works across a number of time frames, translates strategic direction into day-to-day activities.
4. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

**Personal qualities**

1. Creativity and innovation: generates new ideas, draws on a range of information sources to identify new ways of doing things, actively influences events and promotes ideas, translates creative ideas into workplace improvements, reflects on experience and is open to new ways to improve practice.
2. Decisiveness: takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
3. Developing others: actively seeks to improve others’ skills and talents by providing constructive feedback, coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Pre-employment screening**

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**Qualifications**

Australian recognised tertiary qualification in one of the following is required:

* Nursing
* Medicine
* Environmental Health

Post graduate qualification in public health, environmental science, infectious diseases or public policy would be desirable.

**Conditions and benefits**

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**How and where to apply**

We are accepting a expression of interest in this role via email to [publichealth.workforce@dhhs.vic.gov.au](mailto:publichealth.workforce@dhhs.vic.gov.au)

Please include the below in your application:

1. Resume
2. Covering letter outlining your suitability and interest in the role (no more than a page in length)



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| Department of Health & Human Services |
| Position description |

Administrative Project Officer

The Project Officer will work as part of a team to support the case and contact management in the investigation, surveillance, management and control of COVID-19. The Project Officer role will provide support engage with internal and external stakeholders to follow up on confirmed case and contact as well as to provide public health advice and support to cases and contacts. This role will also maintain data to provide advice to team leaders of various subsectors under case and contact management.

**Are you**

* Enjoy working in a fast paced, responsive environment?
* Able to adapt and learn new systems quickly?
* Have a demonstrated ability to work with limited supervision, managing your time?
* Have demonstrated experience in liaising with internal and external stakeholders to achieve defined objectives?

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| **Title** | Administrative Project Officer |
| **Classification** | VPS 4 |
| **Team, unit** | New Case & New Contact Team, Operations Unit |
| **Branch/area/region**  **Division** | Case Contact and Outbreak Management Branch, Covid-19 Public Health Division |
| **Work location** | Level 13, 50 Lonsdale Street, Melbourne |
| **Position number** | DHHS/CD/1473601 |
| **Employment type** | Fixed-term, 6-month contract. Full-time (76 hours per fortnight) |
| **Salary range** | Value range 1: $85,279 - $96,759 plus superannuation |
| **Position reports to** | Team Leader, New Case & New Contact, Case, Contact & Outbreak Management |
| **Further information** | Ryan Webster – ryan.webster@dhhs.vic.gov.au |
| **Closing date** | 11-AUG-2020 |

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* We are innovative

**Division**

**Covid-19 Public Health Division**

The COVID-19 Public Health Division manages the response to public health risks associated with COVID-19. This includes the provision of public health advice to Government and other government agencies, oversight of infection prevention and control activities, case contact and outbreak management support, advice around physical distancing and other health directions and the provision of public information and data intelligence

**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to Covid-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

**Purpose and accountability**

**Purpose**

Reporting to the Team Leader, the Project Officer will work as part of a team to support the case and contact management in the investigation, surveillance, management and control of COVID-19. This role will maintain data and information standards for Intelligence and Operations Leads and escalate advice and information requests from the existing case and contact team. It will provide workflow support and engage with internal and external stakeholders to ensure accurate and timely information flow. This role will also maintain data to provide advice to team leaders of various subsectors under case and contact management.

**Accountabilities**

**Operating at value range 1, you will:**

1. Provide administrative support for the routine engagement of confirmed cases and contacts to ensure information sharing and compliance with directions to socially distance/isolate.
2. Receive and enter data and information into PHESS, including laboratory results from VIDRL.
3. Manage information requests and correspondence through the shared inbox.
4. Escalating advice and information requests from the existing case and contact team through Team Leaders.
5. Assist in the preparation and presentation of reports, ministerial briefs, cabinet and agency submissions on a range of matters.
6. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
7. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
8. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Selection criteria**

**Knowledge and skills**

1. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
2. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
3. Initiative and Accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
4. Self-management: plans and prioritises work to ensure outcomes are achieved; resists the temptation to react immediately without taking time to think things through; uses strengths to contribute constructively and consciously manages the impact of own weaknesses; anticipates own reactions to situations and prepares accordingly.
5. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Personal qualities**

1. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
2. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
3. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Pre-employment screening**

1. All competitive applicants are subject to a satisfactory National Police History Check and misconduct screening as part of the recruitment assessment process.
2. Applicants who have lived overseas for 12 months or longer in one country in the last 10 years are required to provide an international police check. Applicants can obtain this from the relevant overseas police agency - see the [Character and police certificate requirements page](https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character) of the Department of Home Affairs website and select the relevant country.  Alternatively, applicants can obtain a check through an organisation which provides international police checks: search the internet for ‘international police checks.’

**Qualifications**

1. Tertiary degree or certificate in business administration, project management or similar fields
2. Post graduate qualification in public health, environmental science or public policy would be desirable.

**Specialist expertise**

1. Office 365 proficiency
2. Adapt and learn new systems quickly
3. Follow direction and guidance on processes and escalate when needed
4. Ability to manage difficult conversations and stakeholders
5. Complete writing and reporting tasks accurately and efficiently

**Conditions and benefits**

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see [www.careers.vic.gov.au/why/benefits-conditions](http://www.careers.vic.gov.au/why/benefits-conditions)

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on [DiversityInclusion@dhhs.vic.gov.au](mailto:DiversityInclusion@dhhs.vic.gov.au).

**How and where to apply**

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

* Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.
* Online – external applicants: visit the job search page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search)
* Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health & Human Services, full street address or PO Box XXX, XXX VIC 3XXX. [Human Resources to update]
* If you are unable to apply online or having difficulties accessing the information online, please phone <name of Human Resources Officer>, <Phone: XXXXXXX>, for assistance.

**Other relevant information**

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.



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| Department of Health & Human Services |
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Principal Public Health Medical Lead

The successful applicant will play a key role in relation to developing, delivering and improving investigation and control activities in Victoria’s Health Protection activities, with a particular focus on the ongoing response to COVID-19.

This position will be responsible for providing authoritative public health advice, information and direction to departmental officers, management, key stakeholders and members of the community relating to COVID-19. This job offers an excellent opportunity for those wishing to develop skills in health protection policy and planning preventative health and public health emergency management.

**Are you**

* A Medical Practitioner registered with Australian Health Practitioner Regulation Authority with an interest in public health issues?
* Skilled and experienced in developing and leading public health and health protection activities?
* Proactive in taking the initiative with a commitment to continuous improvement?

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| **Title** | Principal Public Health Medical Lead (Multiple roles) |
| **Classification** | VPS 6.2 (or as per current rate) |
| **Team, unit** | Case, Contact & Outbreak Management |
| **Branch/area/region**  **Division** | Case, Contact & Outbreak Management Division |
| **Work location** | 50 Lonsdale Street, Melbourne |
| **Position number** | DHHS/CCOM/XXXX |
| **Employment type** | Full Time – Fixed Term 30/6/2021 |
| **Salary range** | Value range 1: $ 120,692 - $141,102 plus superannuation  Value range 2: $ 141,103 - $161,511 plus superannuation |
| **Position reports to** | Outbreak Lead, Case, Contact & Outbreak Management |

**Organisational environment**

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal people, people living with disability, LGBTI and people from varied cultural backgrounds.

The department is committed to the safety of its clients. The department takes a zero-tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

The department has a zero tolerance towards violence within the workplace and recognises the rights of all staff to be free from violence and gender- related discrimination.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

* We are respectful
* We have integrity
* We collaborate
* We care for people, families and communities
* We are accountable
* We are innovative

**Role of unit**

The Case, Contact & Outbreak Management unit provides operational support to the Deputy Chief Health Officer to undertaking contact tracing and outbreak management activities.

**Purpose and accountability**

**Purpose**

The role will lead a specialised outbreak team and be responsible for the investigation, planning and response to COVID-19 outbreaks that fall under the remit of that team. The Medical Lead will oversee a small team of Medical Officers in their day to day work as outbreak leads and provide authoritative advice on the public health management of COVID-19 outbreaks. The successful candidate will also be required to lead more complex outbreaks as part of a multi-agency response.

**Accountabilities**

**Operating at value range 1, you will:**

1. Provide expert public health medical, technical and strategic advice and input to policy development, review and reporting on significant issues across the COVID-19 response.
2. Provide public health medical advice and information to respond to incidents and emergencies in the range of environmental health and communicable diseases.
3. Improve public health outcomes by working collaboratively with health experts on the development of standards, procedures, guidelines and policies.
4. Rapidly identify and characterise public health risks allowing interpretation of implications for policy, practice and being able to appropriately prioritise a response.
5. Provide timely expert advice and develop open and effective communication strategies including collection of highly complex, contentious or sensitive information on matters of public health.
6. Provide high quality business intelligence, authoritative advice and sound policy recommendations to senior management and government based on comprehensive research.
7. Oversee the development of policy and initiatives that meet government and departmental objectives within resourcing, timeline and budget parameters.
8. Review and report on high priority issues, risks and trends and prepare and present comprehensive reports, ministerial briefs and cabinet and agency submissions on complex issues.
9. Pro-actively build and maintain effective working relationships and facilitate the flow of information across the department and with key external stakeholders.
10. Maintain an understanding of Commonwealth and State legislative and policy reform directions to influence policy development.
11. Represent the department on committees and community-based forums concerned with achieving government and departmental objectives.
12. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
13. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
14. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Operating at value range 2, you will perform all the above together with increasing involvement to:**

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide leadership and guidance based on advanced expertise.
3. Contribute advanced expertise and knowledge to benefit strategic planning and organisation/sector-wide outcomes.
4. Manage a range of projects/functions each with increased budget, staff responsibilities or strategic importance.
5. Respond productively to deliver solutions and outcomes in an organisational environment complicated by scale, heterogeneity and complexity.

**Selection criteria**

**Knowledge and skills**

1. Policy skills: formulates and communicates public policy options and recommendations; keeps up-to-date with a broad range of contemporary issues; scans for links and potential implications of proposed policy options; liaises with stakeholders.
2. Problem solving: seeks all relevant information for problem-solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems; implements solutions, evaluates effectiveness and adjusts actions as required.
3. Systems thinking diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between natural systems and communities to inform policy; conceptualises and defines the systems working within the organisation.
4. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.

**Personal qualities**

1. Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
2. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. Creativity and innovation: generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Safety Screening**

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [homeaffairs.gov.au](http://www.immi.gov.au/) and can be searched for under the phrase, ‘penal clearance certificate’.

**Qualifications**

* Full and current registration as a medical practitioner with the Australian Health Practitioner Regulation Agency.
* Fellow or trainee (or eligibility) of the Australasian Faculty of Public Health Medicine – preferred but not mandatory.

**Specialist expertise**

* Knowledge and experience in public health medicine, particularly involving environmental health and communicable diseases.

**Conditions and benefits**

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Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above

or the contact for further information noted on page 1 of this document. Paper applications should quote the job

reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health &

Human Services, 50 Lonsdale Street, Melbourne 3000.

If you are unable to apply online or having difficulties accessing the information online, please phone Pamela Harkin

from Human Resources Advisory Services on (03) 9096 8054 , for assistance.

**Other relevant information**

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.

**Shift:** Monday – Friday

**CASE, CONTACT & OUTBREAK MANAGEMENT PROGRAM MANAGER – Job Card – VPS 6**

**PRIMARY Objectives:**

The *Case, Contact & Outbreak Management Program Manager* is responsible for leading the Program Management function of Case, Contact and Outbreak Management.

Reporting to the Deputy Public Health Commander: Case, Contact & Outbreak Management, this role will provide leadership, guidance and oversight across the Program Management team. The Program Manager has two direct reports: 1) the Case, Contact & Outbreak Management Principal Program Analyst; and 2) the Case, Contact & Outbreak Management Senior Program Officer.

**INITIAL ACTIONS:**

* Work with the *Deputy Public Health Commander: Case, Contact and Outbreak Management* to understand priorities, goals and challenges
* Meet with team members and stakeholders to understand existing programs of work, needs, gaps and challenges.

**CLASSIFICATION:**

VPS6 or equivalent

**ROLES & RESPONSIBILITIES:**

Leadership and People Management

* Lead the Case, Contact and Outbreak Management Program Management team;
* Provide guidance and advice across the Case, Contact and Outbreak Management Program Management team; and
* Oversee the work of other employees in the team as directed by the Deputy Public Health Commander and/or Operations Lead.

Stakeholder Engagement

* Represent the Case, Contact & Outbreak Management Program Management team with both internal and external stakeholders;
* Act as a key liaison across the PH-IMT response, working with Program Managers from other functional areas to ensure information sharing and transparency;
* Interact with a range of stakeholders and functional areas to identify emerging problems and needs which can be translated into programs of work;
* Act as a conduit to channel information to and from the Deputy Public Health Commander, Operations Lead and program management staff as required;
* Coordinate forums and stakeholder engagement relevant to the Case, Contact and Outbreak program of work;
* Ability to communicate effectively at all levels, to build trust and foster collaboration to project team environment; and
* Identify, engage and negotiate with stakeholders in order to resolve differences and achieve functional area goals.

Subject Matter Expertise

* Provide Program Management expertise, and ensure programs of work align with program management principles and best practice;
* Provide support and undertake duties aligned with the broader objectives of the Public Health Operations Coordination Function as required; and
* Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

Reporting

* Oversee status reporting and other reporting requirements;
* Identify issues or risks, and escalate as required; and
* Drive continuous improvement through identifying solutions to enhance performance.

**qualifications & EXPERIENCE (VPS6 or equivalent):**

* Experience in a similar role within the Victorian Public Service;
* Team leader and people management experience;
* Extensive program / project management experience and expertise;
* Extensive experience with senior stakeholder engagement, including strong people skills in changing and complex environments;
* Outcome driven conflict resolution;
* Experience working in a fast-paced environment managing multiple competing priorities; and
* Qualifications in Public Health (desired).

**KEY REFERENCES:**

* TBC

**SYSTEM ACCESS REQUIREMENTS:**

* DHHS email account
* Laptop
* Work mobile
* Follow Me Printer.

Version: DRAFT

Trim reference:

Approved by: Mat Fitzgerald

Approved date: 19/05/20



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| Department of Health and Human Services |
| Position Description |

Public Health Project Officer

This Project Officer will work as part of a team to support the case and contact management in the investigation, surveillance, management and control of COVID-19. The Project Officer role will provide cultural knowledge and experience, support and engage with internal and external stakeholders to follow up on confirmed case and contact as well as to provide public health advice and support to cases and contacts. This role will work with culturally and linguistically diverse communities.

Are you

* An Aboriginal or Torres Strait Islander person?
* Someone who enjoys working in a fast paced, responsive environment?
* Able to adapt and learn new systems quickly?
* Able to work with limited supervision, managing your time?

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| **Title** | Public Health Project Officer |
| **Classification** | VPS 4 |
| **Team, unit** | New Case & New Contact Team, Operations Unit |
| **Branch/ Division** | Case, Contact and Outbreak Management Branch  COVID-19 Public Health Division |
| **Work location** | Working from home (Level 13, 50 Lonsdale Street, Melbourne for training) |
| **Position number** | TBC |
| **Employment type** | Fixed term contract to 30/06/2021  Full time and part time applicants with appropriate experience considered. |
| **Salary range** | Value range 1: $85,279 - $96,759 plus superannuation |
| **Position reports to** | Team Leader, Case Contact & Outbreak Management |
| **Further information** | [Publichealth.workforce@dhhs.vic.gov.au](mailto:Publichealth.workforce@dhhs.vic.gov.au) |
| **Closing date** | 11:59pm Sunday 18 October 2020 |
| **Special Measures** | **ONLY INDIGENOUS AUSTRALIANS ARE ELIBLE TO APPLY AS THESE POSITIONS ARE EXEMPT UNDER THE SPECIAL MEASURES PROVISION, SECTION 12(1) OF THE EQUAL OPPORTUNITY ACT 2010 (VIC)** |

**Organisational environment**

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly and we actively encourage job applications from Aboriginal people, people living with disability, LGBTI and people from varied cultural backgrounds.

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

The department has a zero tolerance towards violence within the workplace and recognises the rights of all staff to be free from violence and gender- related discrimination. We are proudly working with White Ribbon to create a safer workplace.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

* We are respectful
* We have integrity
* We collaborate
* We care for people, families and communities
* We are accountable
* We are innovative

**Division**

**COVID-19 Public Health Division**

The COVID-19 Public Health Division manages the response to public health risks associated with COVID-19. This includes the provision of public health advice to Government and other government agencies, oversight of infection prevention and control activities, case contact and outbreak management support, advice around physical distancing and other health directions and the provision of public information and data intelligence

**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to COVID-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

**Purpose and accountability**

**Purpose**

Reporting to the Team Leader, the Project Officer will work as part of a team to support the case and contact management in the investigation, surveillance, management and control of COVID-19. This role will maintain data and information standards for Intelligence and Operations Leads and escalate advice and information requests from the existing case and contact team. It will provide workflow support and engage with internal and external stakeholders to ensure accurate and timely information flow. This role will also maintain data to provide advice to team leaders of various subsectors under case and contact management.

This is a specialist role within the team to support contact tracing with people from culturally and linguistically diverse communities.

**Accountabilities**

**Operating at value range 1, you will:**

1. Provide advice on culturally safe appropriate engagement and responsiveness in relation to the contact tracing functions of the department.
2. Provide administrative support for the routine engagement of confirmed cases and contacts to ensure information sharing and compliance with directions to socially distance/isolate.
3. Receive and enter data and information into PHESS, including laboratory results from VIDRL.
4. Manage information requests and correspondence through the shared inbox.
5. Escalating advice and information requests from the existing case and contact team through Team Leaders.
6. Assist in the preparation and presentation of reports, ministerial briefs, cabinet and agency submissions on a range of matters.
7. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
8. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
9. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Selection criteria**

**Knowledge and skills**

1. Interpersonal skills: sees things from other’s point of view and confirms understanding; expresses own views in a constructive and diplomatic way; reflects on how own emotions impact on others.
2. Initiative and Accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
3. Self-management: plans and prioritises work to ensure outcomes are achieved; resists the temptation to react immediately without taking time to think things through; uses strengths to contribute constructively and consciously manages the impact of own weaknesses; anticipates own reactions to situations and prepares accordingly.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Personal qualities**

1. Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
2. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
3. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
4. Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.

**Safety screening**

* All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website [homeaffairs.gov.au](http://www.immi.gov.au/) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'.

**Qualifications**

* Tertiary degree or certificate in Social work, public health, business administration, project management or similar fields desirable
* Post graduate qualification in public health, environmental science or public policy would be desirable.

**Specialist expertise**

* Sound understanding and experience working with culturally and linguistically diverse communities
* Effective cross-cultural communication skills
* Office 365 proficiency
* Adapt and learn new systems quickly
* Follow direction and guidance on processes and escalate when needed
* Ability to manage difficult conversations and stakeholders
* Complete writing and reporting tasks accurately and efficiently

**Conditions and benefits**

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

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**Other relevant information**

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.

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| Department of Health and Human Services |
| Position Description |

Public Health Team Leader

This Team Leader position will oversee the passage of data and information from the Case and Contact Tracing team, including the receipt and processing of information relating to contact tracing and case management and have operational responsibility for information management across team and leadership group. This includes monitoring the quality of data and leading a team to adhere to data quality standards while escalating advice and information requests from the case and contact tracing team to inform decision making of senior leadership. This role will work with culturally and linguistically diverse communities.

Are you

* An Aboriginal or Torres Strait Islander person?
* A good people manager?
* Experienced in public health and communicable disease control?
* Able to work with limited supervision, managing your time?

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| **Title** | Public Health Team Leader |
| **Classification** | VPS 5 |
| **Team, unit** | New Case & New Contact Team, Operations Unit |
| **Branch/ Division** | Case, Contact and Outbreak Management Branch  COVID-19 Public Health Division |
| **Work location** | Working from home (Level 13, 50 Lonsdale Street, Melbourne for training) |
| **Position number** | TBC |
| **Employment type** | Fixed Term Contract – 30 June 2021  Full time and part time applicants with appropriate experience considered. |
| **Salary range** | Value range 1: $98,396 - $108,724 plus superannuation  Value range 2: $108,726 - $119,052 plus superannuation |
| **Position reports to** | Operational Lead, Case Contact & Outbreak Management |
| **Further information** | [Publichealth.workforce@dhhs.vic.gov.au](mailto:Publichealth.workforce@dhhs.vic.gov.au) |
| **Closing date** | 11:59pm Sunday 18 October 2020 |
| **Special Measures** | **ONLY INDIGENOUS AUSTRALIANS ARE ELIBLE TO APPLY AS THESE POSITIONS ARE EXEMPT UNDER THE SPECIAL MEASURES PROVISION, SECTION 12(1) OF THE EQUAL OPPORTUNITY ACT 2010 (VIC)** |

**Organisational environment**

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly and we actively encourage job applications from Aboriginal people, people living with disability, LGBTI and people from varied cultural backgrounds.

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

The department has a zero tolerance towards violence within the workplace and recognises the rights of all staff to be free from violence and gender- related discrimination. We are proudly working with White Ribbon to create a safer workplace.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

* We are respectful
* We have integrity
* We collaborate
* We care for people, families and communities
* We are accountable
* We are innovative

**Division**

**COVID-19 Public Health Division**

The COVID-19 Public Health Division manages the response to public health risks associated with COVID-19. This includes the provision of public health advice to Government and other government agencies, oversight of infection prevention and control activities, case contact and outbreak management support, advice around physical distancing and other health directions and the provision of public information and data intelligence

**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to COVID-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

**Purpose and accountability**

**Purpose**

This is position is within the Operations Team in the Case, Contact and Outbreak Management Branch within the COVID-19 Public Health Division. Reporting to the Operations Lead, this position will oversee a Case and Contact Tracing team within the Case, Contact and Outbreak management branch. This position will lead a team by coordinating responses in line with case and contact management guidelines and maintaining data and information standards for Intelligence and Operations Leads. The team leader will oversee the data entry and quality of information being entered into PHESS and manage the escalation of advice and information requests from the case and contact tracing team to inform decision making of senior leadership.

This is a specialist cross-cultural role to support contact tracing with people from culturally and linguistically diverse communities.

**Accountabilities**

**Operating at value range 1, you will:**

1. Supervise and coordinate a team of staff in the outbreak management team.
2. Effectively supervise and provide leadership to a team of employees by:
   1. modelling behaviours integral to good people management and departmental values
   2. supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
   3. where relevant, support specific improvement objectives in annual improvement plans relating to the area of responsibility
   4. building and maintaining positive relationships with peers and stakeholders across the organisation.
3. Manage, interpret and apply business plans and policies in own area of responsibility and provide advice to others on design and implementation issues.
4. Resolve operational problems and issues being experienced by team members.
5. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
6. Coordinate outbreak response and maintain data and information standards in line with case and contact management guidelines.
7. Support and manage escalated advice and information requests from case and contact tracing team and provide recommended adjustments to case and contact workflows to sector lead.
8. Provide cultural expertise for contact tracing with Aboriginal and Torres Strait Islander people.

**Selection criteria**

**Knowledge and skills**

1. People Management: aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing, deploying and motivating a high performing team; clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.
2. Decision making: makes decisions in situations where there is some, but not definitive precedent about the application of an organisational framework (protocols regarding responding to disease); interprets and applies business plans and policies [disease response protocols in relation to a range of specified diseases] in own area of responsibility and provides advice to others on implementation issues [such as when and how to isolate an infectious patient].
3. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
4. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.

**Personal qualities**

1. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
2. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
3. Initiative and Accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
4. Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.

**Safety screening**

* All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website [homeaffairs.gov.au](http://www.immi.gov.au/) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'.

**Qualifications**

* Tertiary degree in health science, nursing, medicine or related public health field
* Post graduate qualification in public health, environmental science or public policy would be desirable.

**Specialist expertise**

* Sound understanding and experience working with culturally and linguistically diverse communities
* Effective cross-cultural communication skills
* Office 365 proficiency
* Adapt and learn new systems quickly
* Follow direction and guidance on processes and escalate when needed
* Ability to manage difficult conversations and stakeholders
* Complete writing and reporting tasks accurately and efficiently

**Conditions and benefits**

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

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| Department of Health & Human Services |
| Position description |
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Operations Team Lead

This Team Leader position will oversee the operational case and contact tracing teams in the COVID-19 public health response. It will be responsible for the passage of data and information from the Case and Contact Tracing team to operational leaders, including the receipt and processing of information relating to contact tracing and case management. It will have operational responsibility and oversight for appropriate case, contact, triage and notification of new and existing cases and close contacts of COVID-19. This includes monitoring the quality of data and leading a team to adhere to data quality standards while escalating advice and information requests from the case and contact tracing team to inform decision making of senior leadership.

Do you

* Enjoy working in a fast paced, responsive environment?
* Have advanced training and experience in public health and communicable disease control?
* Have a demonstrated ability to work with limited supervision, managing your time?
* Have a demonstrated people management and writing ability?

|  |  |
| --- | --- |
| **Title** | Team Leader |
| **Classification** | VPS 5 |
| **Team, unit** | Operations |
| **Branch/area/region**  **Division** | Case, Contact and Outbreak Management Branch  Covid-19 Public Health Division |
| **Work location** | 50 Lonsdale Street, Melbourne, VIC 3000 |
| **Position number** | DHHS/CD/1473602 |
| **Employment type** | 6-month fixed term contract  Full time and part time applicants with appropriate experience will be considered. |
| **Salary range** | Value range 1: $98,396 - $108,724 plus superannuation  Value range 2: $108,726 - $119,052 plus superannuation |
| **Position reports to** | Operations Lead, Case, Contact and Outbreak Management |
| **Further information** | Ryan Webster – ryan.webster@dhhs.vic.gov.au |
| **Closing date** | 11-AUG-2020 |

Organisational environment

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**Division**

**Covid-19 Public Health Division**

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**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to Covid-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

Purpose and accountability

**Purpose**

This position is within the Operations Team in the Case, Contact and Outbreak Management Branch. Reporting to the Operations Lead, this position will oversee a Case and Contact Tracing team within the Case, Contact and Outbreak management branch. This position will lead a team by coordinating responses in line with case and contact management guidelines and maintaining data and information standards for Intelligence and Operations Leads. The team leader will oversee the data entry and quality of information being entered into PHESS and manage the escalation of advice and information requests from the case and contact tracing team to inform decision making of senior leadership.

**Accountabilities**

**Operating at value range 1, you will:**

1. Supervise and coordinate a team of staff to provide operational case and contact response to COVID-19
2. Support and manage escalated advice and information requests from case and contact tracing team and provide recommended adjustments to case and contact workflows to sector lead.
3. Coordinate case and contact response and maintain data and information standards in line with case and contact management guidelines.
4. Effectively supervise and provide leadership to a team of employees by:
   * modelling behaviours integral to good people management and departmental values
   * supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
   * where relevant, support specific improvement objectives in annual improvement plans relating to the area of responsibility
   * building and maintaining positive relationships with peers and stakeholders across the organisation.
5. Manage, interpret and apply case and contact policies and provide advice to others on operational and implementation issues.
6. Resolve operational problems and issues being experienced by team members.
7. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.

Selection criteria

**Knowledge and skills**

1. People Management: aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing, deploying and motivating a high performing team; clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.
2. Decision making: makes decisions in situations where there is some, but not definitive precedent about the application of an organisational framework (protocols regarding responding to disease); interprets and applies business plans and policies [disease response protocols in relation to a range of specified diseases] in own area of responsibility and provides advice to others on implementation issues [such as when and how to isolate an infectious patient].
3. Problem solving: seeks all relevant information for problem solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.
4. Verbal communication: confidently conveys ideas and information in a clear and interesting way; understands and meets the needs of target audiences (the right information to the right people); welcomes constructive feedback; sees things from other’s points of view and confirms understanding.
5. Written communication: prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language; edits written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.
6. Project management: consults, liaises with and influences key stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; monitors performance against objectives and manages project risks and issues; ensures project objectives are met.
7. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.
8. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Personal qualities**

1. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
2. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
3. Initiative and Accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others’ feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Safety Screening**

* All applicants are subject to a National Police History Check.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [www.immi.gov.au](http://www.immi.gov.au) and can be searched for under the phrase, ‘penal clearance certificate’.

**Qualifications**

* Tertiary degree in health science, nursing, medicine or related public health field
* Post graduate qualification in public health, environmental science or public policy would be desirable.

**Specialist expertise**

* Good understanding and knowledge of the human services system and the statutory and policy objectives
* Good understanding of communicable disease control policies and procedures

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

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How and where to apply

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* Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: HR Business Services Officer, Department of Health & Human Services, 16/50 Lonsdale Street, Melbourne, VIC 3000
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Manager – Investigation and Response Communicable Disease Prevention & Control, Health Protection Branch Tel: (03) 9096 0193, for assistance.

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| Department of Health & Human Services |
| Position description |
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Operations Team Lead

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Do you

* Enjoy working in a fast paced, responsive environment?
* Have advanced training and experience in public health and communicable disease control?
* Have a demonstrated ability to work with limited supervision, managing your time?
* Have a demonstrated people management and writing ability?

|  |  |
| --- | --- |
| **Title** | Team Leader |
| **Classification** | VPS 5 |
| **Team, unit** | Operations |
| **Branch/area/region**  **Division** | Case, Contact and Outbreak Management Branch  Covid-19 Public Health Division |
| **Work location** | 50 Lonsdale Street, Melbourne, VIC 3000 |
| **Position number** | DHHS/CD/1473602 |
| **Employment type** | 6-month fixed term contract  Full time and part time applicants with appropriate experience will be considered. |
| **Salary range** | Value range 1: $98,396 - $108,724 plus superannuation  Value range 2: $108,726 - $119,052 plus superannuation |
| **Position reports to** | Operations Lead, Case, Contact and Outbreak Management |
| **Further information** | Ryan Webster – ryan.webster@dhhs.vic.gov.au |
| **Closing date** | 11-AUG-2020 |

Organisational environment

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5. Manage, interpret and apply case and contact policies and provide advice to others on operational and implementation issues.
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Selection criteria

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| Department of Health & Human Services |
| Position description |
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* Have a demonstrated ability to work with limited supervision, managing your time?
* Have a demonstrated people management and writing ability?

|  |  |
| --- | --- |
| **Title** | Team Leader |
| **Classification** | VPS 5 |
| **Team, unit** | Operations |
| **Branch/area/region**  **Division** | Case, Contact and Outbreak Management Branch  Covid-19 Public Health Division |
| **Work location** | 50 Lonsdale Street, Melbourne, VIC 3000 |
| **Position number** | DHHS/CD/1473602 |
| **Employment type** | 6-month fixed term contract  Full time and part time applicants with appropriate experience will be considered. |
| **Salary range** | Value range 1: $98,396 - $108,724 plus superannuation  Value range 2: $108,726 - $119,052 plus superannuation |
| **Position reports to** | Operations Lead, Case, Contact and Outbreak Management |
| **Further information** | Ryan Webster – ryan.webster@dhhs.vic.gov.au |
| **Closing date** | 11-AUG-2020 |

Organisational environment

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly and we actively encourage job applications from Aboriginal people, people living with disability, LGBTI and people from varied cultural backgrounds.

The department is committed to the safety of its clients. The department takes a zero tolerance approach to abuse, including child abuse and abuse of people with disability.

Departmental employees are required to comply with all legal requirements including the Child Safe Standards to keep children safe from harm and abuse.

The department has a zero tolerance towards violence within the workplace and recognises the rights of all staff to be free from violence and gender- related discrimination. We are proudly working with White Ribbon to create a safer workplace.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

* We are respectful
* We have integrity
* We collaborate
* We care for people, families and communities
* We are accountable
* We are innovative

**Division**

**Covid-19 Public Health Division**

The COVID-19 Public Health Division manages the response to public health risks associated with COVID-19. This includes the provision of public health advice to Government and other government agencies, oversight of infection prevention and control activities, case contact and outbreak management support, advice around physical distancing and other health directions and the provision of public information and data intelligence

**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to Covid-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

Purpose and accountability

**Purpose**

This position is within the Operations Team in the Case, Contact and Outbreak Management Branch. Reporting to the Operations Lead, this position will oversee a Case and Contact Tracing team within the Case, Contact and Outbreak management branch. This position will lead a team by coordinating responses in line with case and contact management guidelines and maintaining data and information standards for Intelligence and Operations Leads. The team leader will oversee the data entry and quality of information being entered into PHESS and manage the escalation of advice and information requests from the case and contact tracing team to inform decision making of senior leadership.

**Accountabilities**

**Operating at value range 1, you will:**

1. Supervise and coordinate a team of staff to provide operational case and contact response to COVID-19
2. Support and manage escalated advice and information requests from case and contact tracing team and provide recommended adjustments to case and contact workflows to sector lead.
3. Coordinate case and contact response and maintain data and information standards in line with case and contact management guidelines.
4. Effectively supervise and provide leadership to a team of employees by:
   * modelling behaviours integral to good people management and departmental values
   * supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
   * where relevant, support specific improvement objectives in annual improvement plans relating to the area of responsibility
   * building and maintaining positive relationships with peers and stakeholders across the organisation.
5. Manage, interpret and apply case and contact policies and provide advice to others on operational and implementation issues.
6. Resolve operational problems and issues being experienced by team members.
7. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.

Selection criteria

**Knowledge and skills**

1. People Management: aligns team with the organisational values and goals through effective people management and modelling; maximises effectiveness by selecting, developing, managing, deploying and motivating a high performing team; clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.
2. Decision making: makes decisions in situations where there is some, but not definitive precedent about the application of an organisational framework (protocols regarding responding to disease); interprets and applies business plans and policies [disease response protocols in relation to a range of specified diseases] in own area of responsibility and provides advice to others on implementation issues [such as when and how to isolate an infectious patient].
3. Problem solving: seeks all relevant information for problem solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.
4. Verbal communication: confidently conveys ideas and information in a clear and interesting way; understands and meets the needs of target audiences (the right information to the right people); welcomes constructive feedback; sees things from other’s points of view and confirms understanding.
5. Written communication: prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language; edits written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.
6. Project management: consults, liaises with and influences key stakeholders; produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified; monitors performance against objectives and manages project risks and issues; ensures project objectives are met.
7. Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, uses strengths to contribute constructively and consciously manages the impact of own weaknesses, anticipates own reactions to situations and prepares accordingly.
8. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Personal qualities**

1. Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
2. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
3. Initiative and Accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others’ feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Safety Screening**

* All applicants are subject to a National Police History Check.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [www.immi.gov.au](http://www.immi.gov.au) and can be searched for under the phrase, ‘penal clearance certificate’.

**Qualifications**

* Tertiary degree in health science, nursing, medicine or related public health field
* Post graduate qualification in public health, environmental science or public policy would be desirable.

**Specialist expertise**

* Good understanding and knowledge of the human services system and the statutory and policy objectives
* Good understanding of communicable disease control policies and procedures

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see [www.careers.vic.gov.au/why/benefits-conditions](http://www.careers.vic.gov.au/why/benefits-conditions)

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on [DiversityInclusion@dhhs.vic.gov.au](mailto:DiversityInclusion@dhhs.vic.gov.au).

How and where to apply

* The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.
* Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.
* Online – external applicants: visit the job search page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search)
* Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: HR Business Services Officer, Department of Health & Human Services, 16/50 Lonsdale Street, Melbourne, VIC 3000
* If you are unable to apply online or having difficulties accessing the information online, please phone

Manager – Investigation and Response Communicable Disease Prevention & Control, Health Protection Branch Tel: (03) 9096 0193, for assistance.

Other relevant information

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.

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| * Department of Health & Human Services |
| Position description |

Operations Lead, Case, Contact & Outbreak Management

The Operations Lead, Case, Contact and Outbreak Management leads a team of health professionals who undertake the public health response to notifications of confirmed cases and close contacts of COVID-19. The operations team works to prevent the spread of disease through immediate response work. It also contributes to longer term policy development, under state and national legislation and policy guidance and the Public Health and Wellbeing Act. This position will oversee the operations arms of the Case, Contact & Operations Management unit, and will include people management responsibilities for a number of direct reports.

The position is an authorised officer under the Public Health and Wellbeing Act 2008. The position may also be required to perform the departmental incident management role/s for communicable disease incidents that may impact on public health. This role may require regular or ad hoc participation in a stand-by roster. Stand-by is a mechanism whereby employees are rostered to be available outside their ordinary hours of duty to attend to urgent or emergency work requirements. This role will also require shift-based work that spans 7-days of the week.

Are you

* An experienced public health professional, with a background in medicine, nursing or environmental health?
* Able to identify and rapidly respond to communicable disease risk, as well as political and community concern?
* Knowledgeable in risk-based approaches, issues affecting communicable disease management and policy matters?
* A skilled people manager who can lead and support a specialist team?

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| **Title** | Operations Lead, Case, Contact & Outbreak Management |
| **Classification** | VPS 6 |
| **Team, unit** | Operations Team |
| **Branch/area/region**  **Division** | Case, Contact and Outbreak Management Branch  Covid-19 Public Health Division |
| **Work location** | 50 Lonsdale Street, Melbourne VIC 3000 / Working from home |
| **Position number** | DHHS/RHPEM/584291 |
| **Employment type** | Full time, 76 hours, fixed-term contract ending 30 June 2021 |
| **Salary range** | Value range 1: $ 120,692 - $ 141,102 plus superannuation  Value range 2: $ 141,103 - $ 161,511 plus superannuation |
| **Position reports to** | Senior Operations Manager – Outbreaks  Case, Contact & Outbreak Management |
| **Further information** | Fran Tiplady 0422 104 123 (business hours only) |

Organisational environment

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**Branch**

**Case Contact and Outbreak Management Branch**

This Branch has responsibility for the support and case and contact management of people who have tested positive to Covid-19. The Branch also has responsibility for policy and protocol reviews and the scalability of case and contact operations as required. In addition, the Branch has oversight and responsibility for outbreak management responses and preparedness activities.

Purpose and accountability

**Purpose**

The Operations Lead is responsible for overall coordination and delivery of the operational response to confirmed cases of COVID-19. This includes overseeing management of new cases and new close contacts, escalating complex cases to the Outbreaks Lead (where appropriate), and ensuring existing cases and existing contacts continue to abide by public health advice.

The role is responsible for people management, mentoring and leadership in COVID-19 response policy and planning, and continuing work on opportunities to systematically improve public health outcomes. The Operations Lead position reports to the Deputy Public Health Commander, Case, Contact & Outbreak Management and may represent the Department of Health and Human Services on matters relating to COVID-19 response policy and planning with internal or external stakeholders.

Specific responsibilities include

* Overseeing case, contact and triage teams, including the receipt and processing of all notifications, contact tracing and case management
* Provide expert advice and oversight to complex cases and cases/contacts in outbreak settings.
* Provide strategic connection between the case and contact teams and the outbreaks team, as well as broader stakeholder groups
* Provide strategic and operational oversight to the sector through planning, intelligence gathering and procedural guidance
* Keep key stakeholders and leaders informed of complex cases via governance mechanisms, meetings and one-on-ones (including daily email)
* Liaises with Intelligence, outbreaks team, and relevant stakeholder groups on operational events, case management and sector actions
* Resolve escalated issues and, where appropriate, escalate issues and/or risks to DPHC CCOM
* Support the Deputy Public Health Commander, Case, Contact & Outbreak Management for external stakeholder engagements (such as Minister’s meetings, Secretary briefings, etc)

The position is an authorised officer under the Public Health and Wellbeing Act 2008. The position may also be required to perform the departmental incident management role/s for communicable disease incidents that may impact on public health. This role may require regular or ad hoc participation in a stand-by roster. Stand-by is a mechanism whereby employees are rostered to be available outside their ordinary hours of duty to attend to urgent or emergency work requirements. This role will also require shift-based work that spans 7-days of the week.

**Accountabilities**

**Operating at value range 1, you will:**

1. Strategically design and develop the delivery of departmental objectives that impact significant localised service delivery and meet statewide departmental and government objectives and community expectations.
2. Maintain an understanding of issues impacting the department’s clients and investigate and lead critical projects that develop and review policies, professional standards and operating practices that enhance service delivery, budget effectiveness, efficiency and improved client outcomes.
3. Forge strong connections across the department and with external stakeholders to facilitate a partnership approach.
4. Identify and actively manage emerging issues and areas of risk for government, department and the community in relation to COVID-19 response.
5. Work with senior management to set and achieve key performance indicators and standards.
6. Effectively manage and provide leadership to a team of employees by:
   * + 1. leading and supporting individuals to achieve their potential and contribution to organisational goals and outcomes
       2. modelling behaviours integral to good people management and departmental values
       3. where relevant, managing and monitoring specific improvement objectives in annual improvement plans relating to the area of responsibility
       4. pro-actively building and maintaining positive relationships with peers and stakeholders across the organisation.
7. Provide strategic thinking and future planning and oversee change management initiatives and integrated approaches to enhance compliance with department-wide policies.
8. Provide timely expert advice and develop open and effective communication strategies including collection of highly complex, contentious or sensitive information on matters of staff or business.
9. Represent the department on key government and non-government committees and bodies concerned with achieving government and departmental objectives.
10. Ensure effective operational policies are in place in relation to the administration of the Public Health and Wellbeing Act 2008 and other related health legislation.
11. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
12. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
13. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department’s ability to deliver, or facilitate the delivery of, effective support and services.

**Operating at value range 2, you will perform all the above together with increasing involvement to:**

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide leadership and guidance based on advanced expertise.
3. Contribute advanced expertise and knowledge to benefit strategic planning and organisation/sector-wide outcomes.
4. Manage a range of projects/functions each with increased budget, staff responsibilities or strategic importance.
5. Respond productively to deliver solutions and outcomes in an organisational environment complicated by scale, heterogeneity and complexity.

Selection criteria

**Knowledge and skills**

1. Leadership: builds team commitment by demonstrating personal conviction; translates organisational strategy into meaningful long-term plans and objectives for own area of responsibility; motivates others to deliver against goals.
2. People management: aligns team with the organisational values and goals through effective people management and modelling, maximises effectiveness by selecting, developing, managing and motivating a high performing team, clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development, ensures staff are effectively deployed through effective workforce planning practices.
3. Strategic planning: thinks at the big picture level, entertains wide-ranging possibilities in developing a vision for the future, works across a number of time frames, translates strategic direction into day-to-day activities.
4. Self-management: invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

**Personal qualities**

1. Creativity and innovation: generates new ideas, draws on a range of information sources to identify new ways of doing things, actively influences events and promotes ideas, translates creative ideas into workplace improvements, reflects on experience and is open to new ways to improve practice.
2. Decisiveness: takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
3. Developing others: actively seeks to improve others’ skills and talents by providing constructive feedback, coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

**Safety screening**

* All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (homeaffairs.gov.au) and search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'.

**Qualifications**

* Tertiary qualification in health or environmental health or an equivalent is preferred.
* Post graduate qualifications in public health, public policy or an equivalent would be desirable.
* This role requires work-related travel across metropolitan and regional Victoria, on occasion at very short notice. The department will consider all reasonable adjustments for candidates with a disability.

**Specialist expertise**

* Health management experience; experience in state government; administration of regulatory frameworks to manage public health risk; project management related to the development and review of operational policies; the ability to work with a wide range of health care and local government stakeholders; and emergency management activities.

Conditions and benefits

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees* 2015 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

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The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on [DiversityInclusion@dhhs.vic.gov.au](mailto:DiversityInclusion@dhhs.vic.gov.au).

How and where to apply

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

* Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.
* Online – external applicants: visit the job search page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search)
* Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: Recruitment Officer, Department of Health & Human Services, 5/50 Lonsdale Street, Melbourne VIC 3000.
* If you are unable to apply online or having difficulties accessing the information online, please phone Human Resources Advisory Services Recruitment on (03) 9096 8054 for assistance.

Other relevant information

For other important information about the recruitment process, please read the department’s Information for applicants page at [www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants](http://www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants) or request a copy from the contact for further information listed under the ‘Position details’ section of this document.









