



Position Description

Liverpool Plains Shire Council: Works Department

Date last reviewed: 28 September 2009

Position Title: Water Services Trainee

Reports to: Water Services Supervisor

Location: Works Depot Quirindi

Grade: 2

Additional aspects of Remuneration Superannuation
Disability allowance

Package: On-call allowance
Access to a range of salary packaging benefits

Any unusual features of position Work conditions (*such as lifting, digging, working above/below ground*)
Requirement to regularly work outside of normal business hours
Requirement to regularly work weekends or shifts

FUNCTION SUMMARY: *(Purpose/ Objective of the Position)*

- As part of a team, assist with operations and maintenance of the Shire's water supply and sewerage systems, including relief of Operator's duties when required
- Undertake and complete TAFE NSW Cert III Water Industry Operations.
- Assist in providing excellent customer service for all of Council's water and sewerage stakeholders.

ORGANISATIONAL RELATIONSHIPS: *(the type of client/customer/community relationships that are critical to the effective functioning of the job)*

Within Department: Director – Works
Water Services Manager
Water Services Staff and Supervisor

Within Council: General Manager
Senior Staff
Supervisors

External to Council: Members of the Public
(e.g. community, business & other government) Contractors
Businesses

PART TWO: KEY OUTCOMES AND PERFORMANCE STANDARDS

NB: The key outcomes and performance standards are required by all staff. These standards are required to be met each and every year in order to be eligible for progression for the purposes of pay. The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcomes	Performance Standard
Follow defined OH&S procedures	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately • Hazards in the work area are recognized and reported to the immediate supervisor • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
Provide service to customers	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
Work effectively within and for Liverpool Plains Shire Council	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, OH&S and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
Work with others in Council	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
Communicate effectively in the workplace	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping Council achieve its objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
Follow defined ethical guidelines from Council, including its Code of Conduct	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct & Protected Disclosures Act • Any potential conflicts of interest are reported immediately to the relevant Council officer • Support is given to other staff who may wish to report any potential conflicts of interest.

PART THREE: RECRUITMENT CRITERIA

This section will only be used to assess prospective employees as part of Council's recruitment process. For more details on how to assess using this criteria, please see Council's recruitment policy. This section is not to be used to assess staff for pay progression purposes.

Essential:

- Class C, P1 or P2 (manual) Drivers Licence
- Good interpersonal and communication skills with workmates and customers.
- Keen interest in the water industry and outdoor work.
- Demonstrated ability to maintain records, and communicate effectively in both verbal and written formats.
- Ability to work as part of a team in a multi-disciplinary work environment.
- Experience in achieving training course objectives and timeframes.
- Willing to undertake NSW TAFE Cert III Water Industry Operations.
- Prepared to work according to a 7-day spread-of-hours, on-call roster, and perform overtime duties (as applicable) where directed.
- Knowledge of WHS & EEO legislation, and how it applies to the work environment.

Desirable:

- Workcover General Construction Induction Card (White Card)
- First Aid qualification.
- Knowledge of the principles of water related properties such as pressure & flow characteristics in pipes
- Basic Computing Skills using Microsoft based software applications
- RMS Traffic Controller Card
- Plant Operator qualifications (Backhoe/ Excavator/ Skidsteer)
- Class MR (manual) Drivers Licence
- Certificate to Enter and Work in Confined Spaces (RIIWHS202D or equivalent)

PART FOUR: JOB SPECIFIC SKILLS AND PERFORMANCE STANDARD REQUIRED

NB: This section of the position description will be used to assess staff in the job specific skills once they have been in the position for the equivalent fulltime of 12 months. Staff are expected to have achieved the performance standard required of all skills within each step before progression to the next step.

Skills Entry Level	Performance Standard Required
Record Keeping	<ul style="list-style-type: none"> • Complete plant sheets and other forms as required (timesheets, leave applications, plant operation records) • Forms are completed and returned within agreed timeframes.
Undertake and observe employment conditions and Council Human Resources Policy and procedures (such as rules regarding alcohol consumption during work, using plant items for work use only, wearing issued uniform)	<ul style="list-style-type: none"> • Able to interpret regularly used employment conditions, policies and procedures • Adheres to Employment Conditions and Council Policies and Procedures. • Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practice of Equal Employment Opportunity, Environmental protection and Ethical Conduct.
Implement OH&S in the workplace	<ul style="list-style-type: none"> • Understands OH&S as it applies to their immediate work area. • Understands risk management issues as they apply to their immediate work area • Able to practically apply basic OH&S in their daily work • Uses protective clothing and equipment as appropriate for their work. • Complies with Council policies and procedures on a safe workplace (eg., no smoking, alcohol in the workplace)
Answer and process general enquiries/ requests on Council activities where the employee has specific work knowledge.	<ul style="list-style-type: none"> • Answers/requests for action or information are handled assertively and diplomatically using correct protocols, and confidentiality is maintained where appropriate. • Accurate information is recorded or relayed to provide the service requested. • All processes involved are carried out within the agreed Council timeframes.
Handle chemicals and other hazardous materials safely	<ul style="list-style-type: none"> • Understands and is able to identify chemicals regularly used in the workplace. • Uses and stores chemicals, flammable liquids and other hazardous materials in the appropriate manner to minimise risk.
Operate a motor vehicle	<ul style="list-style-type: none"> • Possesses a relevant motor vehicle licence • Able to demonstrate a safe track record in driving.

Skills	Performance Standard Required
Entry Level	
Undertake basic labouring duties	<ul style="list-style-type: none"> • Work is undertaken according to Council specifications. • Work occurs within stated timeframes and targets. • Equipment is used according to Council's OH&S and manufacturer's operating procedures. • Excavation is carried out with consideration to Manual Handling principles, protection of other infrastructure, and area left tidy upon completion.
Operate plant and equipment.	<ul style="list-style-type: none"> • Understands the use of and is able to use small plant and equipment • Understands the basic maintenance of small plant regularly used. • Uses equipment according to manufacturer's specification and/or Council policies and procedures. • Under direction, stores all equipment, tools and machinery safely, properly and securely in compliance with manufacturer's and/or Council guidelines.
Hazard Reporting	<ul style="list-style-type: none"> • Recognises and reports on general or potential hazards.
Traffic Signage	<ul style="list-style-type: none"> • Ensure appropriate safety signs and barriers are in place at the worksite. • Work area conditions are constantly monitored to ensure safe and secure operations. • Ensure separation of the public from the work area is always maintained.
Formal training is completed in timely manner	<ul style="list-style-type: none"> • Tasks and assignments are completed within required timeframe. • Course is completed within 2 years of commencement.

Skills Step 1	Performance Standard Required
Assist with the cleaning of water mains and reservoirs as directed.	<ul style="list-style-type: none"> • Mains are cleaned and flushed in accordance with organizational and statutory requirements. • Flow regulating devices are operated and tagged to isolate the reservoir in accordance with organizational and statutory requirements. • Minor structural damage and other faults are reported to the appropriate supervisor. • Flow regulating devices are operated to return the mains and/or reservoir to service.
Read water meters	<ul style="list-style-type: none"> • Readings are recorded accurately on equipment provided. • Work is carried out according to Council timeframes.
Assist with the repairs, maintenance and cleaning of Council's water & sewer treatment plants.	<ul style="list-style-type: none"> • Work requirements for maintenance and repair of assets are determined from the supervisor. • Leakages and/or damaged pipes and fittings are repaired or replaced as instructed. • Pipe cleaning and flushing is performed in accordance with organizational procedures, standards and statutory requirements.
Assist with the cleaning of water and sewerage pump stations	<ul style="list-style-type: none"> • Pump stations and associated equipment is cleaned and maintained to operational standards. • Minor structural damage and other faults are reported to the appropriate supervisor.
Assist with equipment maintenance and repair	<ul style="list-style-type: none"> • Work requirements for maintenance for repair and maintenance of equipment are determined from the supervisor. • Work is carried out according to manufacturer's specification and according to Council procedures.
Assist with the maintenance of fire hydrants	<ul style="list-style-type: none"> • Hydrants are tested for operation and results recorded. • Hydrant markers are maintained and visible. • Assists in repairing non-operational hydrants.
Control and direct traffic	<ul style="list-style-type: none"> • Traffic is directed in a courteous and professional manner and in accordance with Council policies. • Work area conditions are constantly monitored to ensure safe and secure operations. • Safety signs and barriers are in place at the worksite.

Skills Step 2	Performance Standard Required
Assist the Operation of the water and Sewage Treatment Plants	<ul style="list-style-type: none"> • Plant is operated in accordance with instructions from Supervisor and according to Council operating policies and procedures. • Any deviations from normal plant operating conditions are reported immediately to the supervisor.
Assist with Equipment Maintenance and Repair	<ul style="list-style-type: none"> • Work requirements for maintenance for repair and maintenance of equipment are determined from the Supervisor. • Work is carried out according to manufacturer's specification and according to Council procedures.
Perform and record sewage & water tests	<ul style="list-style-type: none"> • Instructions and records management for conducting and recording routine sewage and water tests are confirmed with appropriate personnel. • Testing procedures and techniques are confirmed and testing equipment is prepared and checked in accordance with organizational and statutory requirements. • Routine sewage and water tests are conducted in accordance with standard industry methods, organizational and statutory requirements. • The integrity of samples are maintained during testing. • All relevant information is recorded in accordance with organizational and statutory requirements. • Test equipment is cleaned and cared for in accordance with organization procedures. • Work area is restored and maintained in accordance with organizational and statutory requirements.
Risk Management and Problem Solving	<ul style="list-style-type: none"> • Identifies possible sources of risk. • Develops practical solutions to daily work issues. • Applies a range of problem solving skills to a given problem without contravening any statutes, regulations or council policies.

Further Enquiries: Contact Council's Water Services Engineer, Matthew Stewart on (02) 6746 1755.

JOB DEMANDS CHECKLIST

The purpose of this form is to describe the physical and psychological demands associated with the job. All tasks outlined will be undertaken in accordance with Council's OH&S policies and procedures including safe work method statements and risk assessments.

POSITION:	Water Services Operator
EMPLOYMENT TYPE:	Full-time Permanent
HRS P/W:	38
REVIEW DATE:	2 May 2008
REVIEWED BY:	Matthew Stewart

O	Occasional	Activity exists up to 1/3 of the time when performing the task
F	Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C	Constant	Activity exists more than 2/3 of the time when performing the task
R	Repetitive	Activity involves repetitive movements
NA	Not Applicable	

PHYSICAL DEMANDS OF JOB TASKS (MANUAL HANDLING)		IF SPECIFIC DETAILS AVAILABLE, PROVIDE MORE INFORMATION	O	F	C	R	NA
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels			✓			
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery	Operation of vehicle.		✓			
Hand/Arm Movement	Tasks involve use of hands/arms – e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.	Digging		✓			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	Digging		✓			
Standing	Tasks involve standing in an upright position without moving about		✓				
Driving	Tasks involve operating any motor powered vehicle and/or plant item	General passenger vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance		✓				
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	e.g. water meter reading	✓				
Walking/Running	Tasks involve walking or running on even surfaces			✓			
	Tasks involve walking on uneven surfaces, steep slopes and whilst pushing/pulling objects		✓				
Climbing	Tasks involve climbing up or down stairs		✓				
Working at heights	Tasks involve making use of ladders, foot stools etc. anything where the person stands on an object other than the ground.		✓				
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms			✓			
	1. Light lifting/carrying (0-9 Kg)			✓			
	2. Moderate lifting/carrying (10-15 Kg)			✓			
Restraining	Tasks involve restraining animals/objects/other						✓
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.	Operating whacker packer					
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.				✓		
Manual Dexterity	Tasks involve fine finger movements, hand/eye coordination.			✓			

SENSORY DEMANDS OF JOB TASKS		IF SPECIFIC DETAILS AVAILABLE, PROVIDE MORE INFORMATION	O	F	C	R	NA
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – i.e. looking at screen/keyboard in computer operation, etc.		✓				
Hearing	Tasks involve working in a noisy area – e.g. pump rooms, workshop and/or operation of noisy machinery/equipment			✓			
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – e.g. working with chemicals, dusty environments.		✓				
PSYCHOLOGICAL DEMANDS							
Managing high turnover of work.			✓				
Supervising multiple staff.			✓				
Tasks involving the management of Council's cemetery facilities, grave digging, placement of headstones.							✓
Tasks involving disposing/handling of deceased animals.							✓
PSHYCOSOCIAL DEMANDS							
Tasks involve interacting with distressed people			✓				
Tasks involve interacting with people with mental illness/disability			✓				
EXPOSURE TO CHEMICAL HAZARDS							
Gases	Tasks involve working with gases		✓				
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – e.g. dermatitis		✓				
Hazardous Substances	Tasks involve handling hazardous substances including storage and or transporting.		✓				
WORKING ENVIRONMENT							
Working outdoors	Exposure to all weather conditions, sunlight, wind, rain, varying temperatures.				✓		
Working indoors	Working in indoor environments, exposure to air conditioning.		✓				
Working with public	Customer service, complaint handling, dealing with telephone, and or face to face enquiries.		✓				
Working with Children	Working at a Council operated facility where children use that facility.						✓
Working with animals	Tasks involving Council's saleyard operations, pound keeping operations, animal control.						✓
Working in confined spaces	Tasks involving entering confined spaces.		✓				
Working in remote locations	Tasks involving working in remote locations with limited communications available.	Inspections etc.	✓				
Biological Products	Tasks involving working with waste and refuse.			✓			