

# Position Description

<b>Position title:</b>	Network Health Coordinator	<b>Effective date:</b>	30/08/2022
<b>Classification:</b>	Band 4	<b>Location:</b>	Office based in Bridge Street, Bendigo
<b>Department/Team</b>	Assets and Operations Unit		
<b>Reporting to:</b>	Urban Services Manager		

## Working at Coliban Water

Coliban Region Water Corporation is based in Bendigo and is one of the largest Victorian regional urban water corporations.

Led by our vision of *Water to Live, Grow and Enjoy*, we provide water and wastewater services to 49 towns across 16,500 square kilometres in North Central Victoria. We operate 365 days a year to ensure our customers – residential, commercial and rural – have access to safe drinking water, a secure water supply and reliable sewer services. Our 10-year plan, *Strategy 2030*, guides the business to ensure there is enough water to sustain and grow economic activity and investment for the region.



## What we stand for

We're focussed on a culture of **Earn the customer**, **Own the risk** and **Act**. This underpins our ability to deliver high quality services to our region.

<b>Earn the customer</b>	We exist to serve our customers. We 'wow' our customers with an outstanding experience.
<b>Own the risk</b>	We take responsibility and are accountable to our customers and communities.
<b>Act</b>	We are brave in our decision making and act. We make good judgements based on the evidence and we follow through.

Working with us you will be joining a vibrant, dynamic, inclusive and supportive team which is realised through:

- Our respect, support and collaboration with the First Peoples of the land in which we live and work.
- Our championship of an inclusive culture which celebrates diversity.
- Our emphasis and commitment to flexible work and balance of personal and professional lives.
- Our leadership in the area of social justice, which sees us challenging the way we work to further causes including gender equity and family violence.

We're committed to providing a workplace that allows you to grow and thrive in your career.

## Position overview

The Network Health Coordinator role is part of the Asset and Operations Unit. The role is focussed on ensuring Coliban Water provides safe drinking water by efficiently and effectively managing water network disinfection, water system management, managing operational plans, oversight of our strategic partners and planning for long term growth and development of the network.

The role reports to the Urban Services Manager and works closely with our strategic partners and other staff in the broader Asset and Operation Unit.

The primary responsibilities of the Network Health Coordinator role are:

- Operational knowledge and professional judgement in the operation of water networks and assets within tolerance and aligned to best practice so that public health outcomes are enhanced.
- Identify, develop and implement tactical plans/strategies to provide safe drinking water to our customers and the community
- Knowledge of regulatory frameworks, guidelines and policies related to the management of drinking water quality within the network including emergency management

## Position dimensions

<b>Capital expenditure /Budget</b>	In accordance with the organisational budget
<b>Authorities/Delegations</b>	Please refer to the Financial Delegations Policy
<b>Number of direct reports</b>	N/A
<b>Internal Working Relationships</b>	Managing Director, Executive Team, Strategic Partners, Water and Catchment Operations, Water Regulations, Infrastructure, Customer and Stakeholder Experience
<b>External working relationships</b>	DH, DELWP, Service Stream, Veolia
<b>Other</b>	

## Key result areas

### Network Operations and Management

- Develop a detailed working knowledge of water network assets that can impact the safety of drinking water including booster chlorinators, pumps and storage tanks.
- Understand the management and operation of Coliban Water's water networks with a focus on how to maintain and improve water quality and public health.
- Identify, develop, enhance and support implementation of water network strategies such as: free chlorination program, air-scouring, backflow management, storage tank cleaning and booster chlorinator operations.
- Identify and investigate operational issues/challenges and develop / implement short-term changes and long-term improvement strategies to address underlying causative factors,
- Understand and improve operational procedures and management plans that protect public health during reactive and planned maintenance activities including burst water-mains.
- As identified provide internal training and development to organisational teams/individuals to drive best practice operational standards related to water quality risk, processes and management.
- Oversee the change management process / configuration management for water networks to enhance public health outcomes.

## Network Health

- Participation in the development, review and implementation of the Drinking Water Quality Risk Management Plan (DWQRMP)
- Develop knowledge of regulatory frameworks, guidelines and policies related to the management of drinking water quality within water networks
- Identify, develop and implement operational or capital improvements that will improve water quality with a focus on enhancing public health (including chlorine booster stations)
- Exercise sound professional judgement in implementing knowledge and understanding of the preventative/control measures required to effectively manage/control water quality risks with a focus on achieving the best customer experience.
- Monitor and report on the performance of water distribution networks to ensure compliance with statutory, contractual and internal targets.

## Technical Expertise & Incident Management

- Provision of oversight and technical advice to the operations group, strategic partners, technical planning and projects groups on water network quality and industry trends
- Identify and develop operational contingency plans for water networks to protect or minimise impact of incidents to public health.
- Participation in the identification, classification, investigation, resolution and reporting of water network quality operational incidents

## Shared Result Areas

### Health safety and wellbeing

We are committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Report all safety incidents and hazards immediately
- Taking reasonable care for own safety and that of others
- Ensuring that the work environment is free from any form of discrimination, harassment or bullying

### Information security

Ensure that Coliban Water's corporate information, systems and networks are secure by:

- Complying with all company Information Technology policies and procedures
- Completing information security awareness training.
- Reporting all suspected or identified information security incidents or issues immediately.
- Owning information security mistakes e.g. reporting that you have clicked on a link in a phishing email.

### Victorian Public Sector Values

Coliban Water is committed to upholding the Victoria Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. All employees are expected to uphold these values, which strengthens our capacity to operate as an effective public sector organisation and to achieve our vision.

## Performance level

<b>Action &amp; Accountability</b>	<p>This role is required to provide sound advice and recommendations, within the constraints of policy guidelines, professional standards, process and procedure. This role will be supported by management and will demonstrate a level of autonomy in decisions made.</p>
<b>Judgement &amp; Problem Solving</b>	<p>This role will make decisions through following established procedures and learned process. However, there is also the requirement to be innovative and depart from adapted practices and apply inventiveness and/or assess a range of options for implementation. There is a focus on developing more effective and efficient work practices.</p>
<b>Specialist Knowledge &amp; Skills</b>	<p>Field operational experience related to the operation and maintenance of water networks is highly regarded but not essential.</p> <p>Understanding how operation and maintenance of water networks can impact water-quality and public health.</p>
<b>Interpersonal Skills</b>	<p>This role requires the ability to obtain cooperation or assistance in the achievement of objectives. It will also provide information and advice to internal and/or external stakeholders.</p>
<b>Qualifications &amp; Experience</b>	<p>Considerable knowledge and skills gained through on-the-job training and experience in a water industry operational setting.</p> <p>Or</p> <p>Relevant operational experience together with a relevant tertiary qualification, such as, a Engineering or Science degree.</p>

## Special requirements

- This is a senior position with critical responsibilities to business delivery. From time to time, work outside business hours to deliver on deadlines will be required.
- May be required to work at remote locations requiring overnight stay on occasions.
- Employment subject to compliance with the Coliban Water COVID-19 vaccination policy.

## Special assessments & inherent requirements

- Valid and current Australian workers' rights
- Applicants and employees may be requested to undertake testing such as psychometric testing, and assessments (pre-employment and mid-employment) including medical assessments (e.g.: audiometric, functional movement, physical) police checks, working with children check, security clearances and drug testing
- It is an inherent requirement that all Coliban Water employees successfully complete all core-training requirements in expected timeframes.

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