

#### Bellarine Community Health (BCH) – Strategic Directions 2022 - 2025

##### Purpose Statement

We deliver high quality services and programs that improve the health and wellbeing of our community.

This means that we always innovate and develop what we do to align with the health and wellbeing needs of people on the Bellarine.

##### Guiding principles

These principles are at front of mind in all decision making and operational processes. They relate to how we see ourselves and how we will work with all those with whom we come in contact.

- We strive to become a sustainable organisation with a strategic mindset
- We value and support our staff, clients, and volunteers
- We work with our community to design services and programs to meet their needs
- We act at all times in the interests of the organisation and the community
- We are guided by best practice actions – always

##### Strategic Priorities

- To engage with our community across all ages, groups, and cultures so we are always responsive
- To build awareness of our organisation and our services so we are recognised and are a preferred health provider to our community
- To be a sustainable Health service responsive to our growing community
- To nurture a positive workplace culture

BCH is the largest healthcare provider on the Bellarine Peninsula with sites in five locations:

- Drysdale (2 sites)
- Ocean Grove
- Portarlington
- Point Lonsdale

BCH delivers and promotes health and wellbeing programs. BCH provides a range of services including allied health, community and palliative care nursing; mental health; in home care, health promotion and dental.

### Position Information

<b>Position Objective:</b>	<p>The purpose of the Program Support Officer (PSO) is to be the first point of contact for older Australians either in receipt of a Home Care Package (HCP) or looking to find a provider to administer their HCP. The PSO is also responsible to provide support to HCP clients and the HCP Team administratively in all needs of the program, including service requests, My Aged Care (MAC) Portal updates, purchase order preparation, account processing and HCP monthly statement preparation.</p> <p>The Program Support Officer will work in partnership with the Home Care Package Case Managers to make a positive difference to the wellbeing of Home Care Package holders in the community. As the first point of contact for our Home Care Package Team the Program Support Officer will be responsible for providing customer service, administrative and finance support services for new and existing clients.</p>
<b>Reports to:</b>	Manager – Home Care Packages
<b>Direct reports:</b>	Nil
<b>Program:</b>	Home Care Packages
<b>Location:</b>	Any Bellarine Community Health Sites as required

<b>Award:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
<b>Employment Status:</b>	Ongoing (Part Time, 0.4 FTE, 2 days a week initially) Probation Period: 6 months
<b>Remuneration and benefits:</b>	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate. Employee Health and Wellbeing Program
<b>Mandatory Requirements:</b>	Bellarine Community Health expects all applicants to present evidence of the following: <ul style="list-style-type: none"> <li>• Current Working With Children’s Check</li> <li>• Current NDIS Worker Screening Check (if in a “risk assessed” role)</li> <li>• Current Police Check (within 12 months from date of application)</li> <li>• Current Victorian Driver’s Licence</li> </ul> COVID-19 and current Influenza Vaccination is recommended. If you are applying for a position working with children, you are required to have the following vaccinations: Hepatitis B MMR, Pertussis, Varicella.

<b>Organisational Requirements</b>	
<b>Diversity</b>	Commit to providing a safe and welcoming health service for everyone. We celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
<b>Child safety</b>	Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.  Every child has the right to live a full and productive life in an environment that builds confidence, friendship, security, and happiness, irrespective of their family circumstances and background.  Children have the right to give their views and opinions about decisions that affect them and to be listened to.
<b>Client engagement</b>	Seek and facilitate client and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
<b>Person/family Centred Approach to service provision, health promotion action and access to information.</b>	Identify, strengthen capacity, and address any barriers that prevent a client maximising their independence and choice in decision making about the way their services are delivered.  Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including: <ul style="list-style-type: none"> <li>• Building on strengths and goals to maximise independence and individual capabilities in decision making.</li> <li>• Provide a voice in the management of their own health and wellbeing; and,</li> <li>• Look for ways to improve the health of diverse communities.</li> </ul>
<b>Occupational Health and Safety (OH&amp;S)</b>	Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service <ul style="list-style-type: none"> <li>• Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system.</li> <li>• Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Evidence of compliance with OHS policies and procedures.</li> <li>• Participation in team meetings where key OHS issues are discussed and resolved.</li> <li>• Evidence of hazard and incident reporting using incident management system.</li> <li>• Maintains compliance with mandatory OHS training requirements.</li> </ul>
<b>Health Promotion</b>	Support and contribute to the activities and projects outlined within the BCH Integrated Health Promotion Plan, as required. Implement a health promoting practice approach to service delivery that addresses the social determinants of health.
<b>Strategy and Planning</b>	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation.</li> <li>• Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities.</li> <li>• Commit to a culture of trust, openness, learning and accountability to improve service quality and safety.</li> <li>• Participate in data collection and audit processes to ensure compliance with applicable accreditation standards.</li> <li>• Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate.</li> <li>• Complete all mandatory training and education.</li> </ul>
<b>Risk Management</b>	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
<b>Equal Opportunity</b>	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

## Position Specific Responsibilities

### Position Specific

As the first point of contact for our HCP team and HCP clients, the Program Support Officer will be responsible for providing administrative, finance and engagement support services for new and existing clients.

### Administrative Support and Client Engagement Functions

- Establish and maintain appropriate work patterns and procedures required to support all administrative aspects of HCP management including:
  - Telephone call management: management of initial HCP enquires, problem solving any concerns raised by HCP clients or their significant others, supporting HCP clients with their requests, liaising with case managers for follow up of client concerns or needs, providing initial advice to clients;
  - HCP email inbox management;
  - Supporting case managers with the initial onboarding processes for HCP clients;
  - Arranging service requests to providers and create accurate records of client services;
  - Updating details and changes in the My Aged Care (MAC) Portal;
  - Utilising PRODA for HCP client registration and updates;
  - Preparing purchase orders;
  - Processing incoming accounts;
  - Providing administrative support to HCP team;
  - Providing administrative support to HCP Program Manager, as required;
  - Project work as requested by the HCP Program Manager;
  - Preparing monthly statements for HCP clients; and,
  - Monitor and manage HCP contracts as directed by HCP Program Manager.
- Liaise with case managers and Finance to seek and provide information including preparation/ reconciliation of monthly budget statements and manage client queries.
- Liaise with suppliers for the purchase and delivery of HCP services and supplies.

## Key Performance Indicators

- Clients provide positive feedback regarding the HCP PSO's customer service.
- All invoices and statements processed within agreed timelines.
- Turnaround time from first client contact to receiving approved services or purchases achieved within agreed timelines.

## Key Selection Criteria and Skills/Attributes

<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Essential Qualifications and Requirements: <ul style="list-style-type: none"> <li>• Current Driver's Licence for Victoria</li> <li>• National Police Record Check – current and satisfactory</li> <li>• Current Working With Children's check</li> <li>• Successfully meets the pre-employment screening requirements</li> </ul> </li> <li>2. Strong, highly developed customer service skills</li> <li>3. Demonstrated experience working in HCP Programs (or similar)</li> <li>4. Proficient administrative skills and excellent communication skills, both written and verbal</li> <li>5. Competent in the use of information technology e.g., Microsoft Office, Accounting packages and Client Management Systems</li> <li>6. Experience in negotiating with suppliers</li> <li>7. Strong interpersonal skills with an ability to build positive relationships and work in a team environment and ability to build rapport and trust with clients, their significant others, service providers and colleagues</li> <li>8. Strong time management skills and ability to prioritise competing workloads and tasks, and ability to work autonomously and as part of a team</li> <li>9. Demonstrated experience in program transitioning and/or change management</li> </ol> <p><b>Immunisation Status:</b>  <b>All employees are required to have been vaccinated against COVID-19.</b> Current Influenza Vaccination is recommended.</p> <p>If you are applying for a position in dental, nursing, sterilising, or podiatry, you are <b>required</b> to have the following vaccinations: Hepatitis B, MMR, Pertussis and Varicella.</p> <p>If you are applying for a position working with children, you are <b>required</b> to have the following vaccinations: MMR, Pertussis, Varicella.</p>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in PRODA and the MAC portal</li> <li>• Knowledge and understanding of contracts management as it applies to the HCP program</li> </ul>

Acceptance Details	
Name of staff member:	
Signature of staff member:	
Date:	
Exec Managers signature:	
Date:	

**For more information about Bellarine Community Health visit our website: [www.bch.org.au](http://www.bch.org.au)**

*Bellarine Community Health Ltd is committed to protect children and reduce any opportunities for abuse or harm to occur.*

*Bellarine Community Health acknowledges the Wathaurong people as the Traditional Custodians of the Wadawurrung land on which our sites are located and across which we provide services and programs for the diverse community. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.*