

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 six locations:

- Drysdale (2 sites)
- Ocean Grove (2 sites)
- 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

Position Objective:

The Youth Reception/Administration Officer provides reception and administrative support to all team members of the BCH Youth and headspace Ocean Grove satellite teams.

The role provides professional and confidential reception and administration services to support effective service delivery and day-to-day functioning working proficiently in a fast-paced environment, and collaboratively with all BCH Youth site and headspace satellite staff.

The role provides reception support to various clinical staff to ensure the smooth running of the clinic. The Receptionist is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional, and able to interact with a wide and diverse consumer group.

BCH Youth site provides youth specific allied health, nursing and GP services onsite and via outreach.

A headspace centre operates in accordance with the headspace Centre Service Model and provides all four core streams including Mental Health, Physical and Sexual Health, Alcohol and other drugs and Vocational and Educational support.

	<p>A headspace satellite provides a minimum of 3 of the 4 core streams and is linked to a parent headspace centre.</p> <p>headspace Ocean Grove is a satellite of headspace Geelong</p> <p>To find out more about headspace Ocean Grove visit: headspace Ocean Grove Youth Mental Health Centre & Services</p> <p>To find out more about BCH visit: Bellarine Community Health (bch.org.au)</p>
Reports to:	Mental Health and Youth Health and Wellbeing Manager and Senior Receptionist
Direct reports:	Nil
Program:	Child, Youth and Families
Location:	Work across Bellarine Community Health sites
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Employment Status:	<p>Part time, fixed term in line with funding contract.</p> <p>Opportunity for additional hours through annual leave and personal leave coverage.</p> <p>Probation Period: 6 months</p>
Remuneration and benefits:	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.
Mandatory Requirements:	<p>Bellarine Community Health expects all applicants to present evidence of the following:</p> <ul style="list-style-type: none"> • Current Working With Children's Check • Current NDIS Worker Screening Check (if in a "risk assessed" role) • Current Police Check (within 12 months from date of application) • Current Victorian Driver's Licence <p>Immunisation Status: COVID-19 and current Influenza Vaccination is recommended.</p> <p>If you are applying for a position in dental, nursing, sterilising, or podiatry, you are required 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 required to have the following vaccinations: MMR, Pertussis, Varicella.</p>

Organisational Requirements	
Diversity	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.
Child safety	<p>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.</p> <p>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.</p> <p>Children have the right to give their views and opinions about decisions that affect them and to be listened to.</p>
Consumer engagement	Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.

Person/family Centred Approach to service provision, health promotion action and access to information.	<p>Identify, strengthen capacity, and address any barriers that prevent a consumer maximising their independence and choice in decision making about the way their services are delivered.</p> <p>Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including:</p> <ul style="list-style-type: none"> • Building on strengths and goals to maximise independence and individual capabilities in decision making. • Provide a voice in the management of their own health and wellbeing; and, • Look for ways to improve the health of diverse communities.
Occupational Health and Safety (OH&S)	<p>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</p> <ul style="list-style-type: none"> • Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system. • Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements. • Evidence of compliance with OHS policies and procedures. • Participation in team meetings where key OHS issues are discussed and resolved. • Evidence of hazard and incident reporting using incident management system. • Maintains compliance with mandatory OHS training requirements.
Health Promotion	<p>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.</p>
Strategy and Planning	<p>Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.</p>
Continuous Quality Improvement	<ul style="list-style-type: none"> • Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. • Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities. • Commit to a culture of trust, openness, learning and accountability to improve service quality and safety. • Participate in data collection and audit processes to ensure compliance with applicable accreditation standards. • Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate. • Complete all mandatory training and education.
Risk Management	<p>Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.</p>
Equal Opportunity	<p>BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.</p>

Position Specific Responsibilities

KEY RESPONSIBILITIES

Reception

- Reception duties including answering phones, booking and confirming appointments, and preparation of client registrations and record keeping within client management system.

- Ensure all referral information is complete according to minimum data set prior to contacting client to arrange appointments.
- Ascertain reason for referral and process referral as per documented process, ensuring timely client access to appropriate clinical services based on referral information and individual client circumstance.
- Identify the need to respond to urgent risk enquires and link young people and /or family and friends to appropriate clinical team.
- Provide information to young people and their families presenting, ensuring that all enquiries are dealt with in a confidential and sensitive manner.
- Meet and greet young people and visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Provide service navigation and support to referring clients, providing accurate information about all BCH services and programs.
- Monitor multiple external incoming referral pathways to ensure timely administrative follow-up.
- Site warden duties.

Administration

- Provide daily administration support to the multi-disciplinary staff and contractors working from the multiple sites including diary management, appointment bookings, room allocation, SMS appointment reminders and billing of Medicare items numbers.
- Creation of client file in multiple CMS's.
- Responsible for unique intake management system tasks with the expectation to work cooperatively with clinicians and Client Support Officers to ensure multidisciplinary, client centred care plans, are supported and appointments managed according to client centred goals.
- Manage funding stream allocation of clients.
- Maintain accurate referral, waitlist, and allocation spreadsheets.
- Coordinate incoming and outgoing electronic mail, including monitoring for urgency, ensuring consistent format and secure record keeping of client files.
- Action additional referrals and communication from BCH central Intake and headspace Geelong.
- Ensure adequate supplies of consumables, such as stationery and kitchen supplies.
- Assist in other administrative functions as requested.

General

- Support quality improvement in systems including assistance with audits completion and collation and processes across all aspects of the service.
- Participate in relevant training and development activities as an effective and engaged team member.
- Ability to follow processes, however, apply individual judgement when required.
- Ensure client information is handled, managed and stored acuity in the multiple CMS, ensuring full integration of information is managed.
- Provide factual, reliable and responsive information relevant to the work of others and the team.
- Effectively and appropriately share information to maximise service performance and service user confidence.
- Undertake professional development as appropriate to the role.
- Other duties consistent with the position where required and/or requested by management from time to time.

Key Performance Indicators

- Complete all administrative tasks in a timely manner.
- Report Medicare errors to senior Reception/Administration Officer in a timely manner.

- Demonstrate understanding of client confidentiality and support all staff in handling of client information.
- Always demonstrate excellent customer service, including administration support and problem-solving skills in all day-to-day tasks assigned.
- Participate in regular reception/administration team meetings and contribute to agenda's and minutes.
- Participate in client file audits ensuring accurate, consistent and appropriate information is stored.
- Demonstrate participation in continuous quality improvement and risk management activities including accreditation and review.
- Demonstrated participation in mandatory training and professional development activities.
- Demonstrated flexibility and responsiveness to service demand and task requests.
- Actively co-operate as a member of a team, following the values and principles of BCH.
- Adherence with Child Safe Standards.

Key Selection Criteria and Skills/Attributes

Essential	<ol style="list-style-type: none"> Essential Qualifications and Requirements: <ul style="list-style-type: none"> • Current Driver's License for Victoria • National Police Record Check – current and satisfactory • Current Working With Children's check • Successfully meets the pre-employment screening requirements Demonstrated experience working in an administrative and/or reception role within a similar environment. Excellent organisational and time management skills. Ability to prioritise and manage multiple and competing work tasks and deliver to agreed timelines. Ability to work independently and with limited supervision. Strong customer service skills, particularly the ability to work with young people and their friends and family. Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences. Collaborative team player with an ability to build positive relationships and work in a team environment. Adaptability and flexibility to changing work environments and requirements. Calm and responsive with the ability to manage a busy, fast paced environment. A commitment to quality improvement. Competent in the use of information technology e.g., Microsoft Office and Client Management Systems.
Desirable	<ul style="list-style-type: none"> • Experience in the youth and/or mental health sector.

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

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.