

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 purpose of the Customer Service Officer is to provide high quality client and related service that is responsive to community and organisational needs.
Reports to:	Intake and Customer Service Manager
Direct reports:	Nil
Program:	Corporate Services
Location:	May 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:	Casual
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"> • 100 point ID verification • Current Working With Children's Check • Current NDIS Worker Screening Check (if in a "risk assessed" role) • Current Police Check • Current Victorian Driver's Licence <p>Immunisation Status: COVID-19 and current Influenza Vaccination is recommended.</p>
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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	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.
Strategy and Planning	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.
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	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
Equal Opportunity	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

Position Specific Responsibilities

General

The Customer Service Officer role is required to meet organisation requirements, as follows:

- Provide high quality client and related services.
- Continuous Quality Improvement (CQI) – Adopt and promote a culture of CQI.
- Occupational Health and Safety – Ensure compliance and a proactive approach to Occupational Health and Safety responsibilities that promotes a safe working environment without risks to health.
- Risk Management– To ensure program compliance to BCH Risk Management Systems. To work actively in creating an organisational culture that promotes risk identification and mitigation.
- Legislative Compliance – To ensure program compliance with all relevant legislation.

BCH has a high expectation that staff function as a cooperative team. The BCH emphasis is on having staff that are flexible & multi-skilled. The service will recruit those who are prepared to learn & take on new tasks, responsibilities & challenges.

Position Specific

Drysdale / Ocean Grove / Point Lonsdale / Portarlington

The Customer Service Officer will:

- Attend to staff, volunteers and public enquiries in a polite, friendly, and professional manner.
- Collect and enter client data into the Client Management System ensuring accuracy and integrity of data you are collection.
- Use process and procedure to ensure tasks are completed accurately and efficiently.
- Assist with client appointments – making and rescheduling.
- Maintain confidentiality at all times.
- Perform general administration/clerical duties including computer operation, scanning, operating a telephone system, banking and reconciliation, mail forwarding and maintenance requisitions.
- Promote the Health Service in a positive manner.
- Deliver a high level of competency in the use of computers and various applications-Microsoft Office Suite and Client Management Systems.
- Attend and participate in relevant meetings, training/courses when directed.

Key Performance Indicators

- Timely completion of all administrative tasks.
- Demonstrated high level of customer service and customer satisfaction.
- Seen as a valued team member that's supports overall team performance.

Key Selection Criteria and Skills/Attributes

Essential	<ol style="list-style-type: none"> 1. Essential Qualifications and Requirements: <ul style="list-style-type: none"> • Current Driver's Licence for Victoria • National Police Record Check – current and satisfactory • Current Working With Children's check • Successfully meets the pre-employment screening requirements 2. Excellent communication skills, both written and verbal. 3. Strong interpersonal skills with an ability to build positive relationships and work in a team environment. 4. A commitment to quality improvement. 5. Excellent organisational, administration and time management skills. 6. Competent in the use of information technology e.g., Microsoft Office and Client Management Systems. 7. Experience in a customer service role demonstrating excellent communication and customer service skills.
Desirable	<ul style="list-style-type: none"> • Demonstrated commitment and participation in Community Engagement & Participation initiatives. • Experience in Non-profit or health and community based industries.

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 Wadawurrung People as the traditional custodians of the land, waters and skies of the Bellarine Peninsula. We acknowledge and respect Wadawurrung Elders and leaders, past, present and emerging and pay gratitude for their unique ability to care for Country and deep spiritual connection to it. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.